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Updated 11/1/2013

LOCAL WORKFORCE INVESTMENT BOARD Local Plan

January 1, 2014 - June 30, 2015

Local Plan Instructions

For Kentucky's

LOCAL WORKFORCE INVESTMENT SYSTEM

Program Years 2013 - 2014

-Submitted by- Workforce Investment Board

LOCAL AREA:	Barren River LWIA

Instructions

In accordance with the Workforce Investment Act (WIA), this document provides directions to Kentucky's Local Workforce Investment Boards (LWIBs) for preparing the Local Plan update. The Local Plan covers the time period of January 1, 2014 through June 30, 2015. LWIBs are required to submit plans to the Kentucky Department of Workforce Investment's Office of Employment and Training (OET) in order to receive funding under WIA.

The Local Plan update guidance is composed of three sections:

- **Section A: "Integration and Strategies."** This section should illustrate the LWIB's engagement in regional economic development strategies, as well as how the LWIB conducts business beyond the narrow focus of WIA programs.
- **Section B: "Program Operations."** This section collects information required by law in order for LWIBs to receive their base funding.
- **Section C: "System Operations and Attachments."** This section includes information needed to ensure that the local workforce systems meets certain legal requirements as well as complies with agreements between OET and the LWIBs. This section also asks for information needed to respond to requests from legislative leaders, local leaders, Education and Workforce Development Cabinet's executive leadership, and other interested parties.

2013 - 2014 Local Plan Update Requirements

- **Local Plan Update Due Date: December 1, 2013**
- **Deliverables:**
  1. Electronically submitted, via e-mail, Local Plan Update Sections A, B, and C, including all attachments (A,B,C,D,E) to Pat Dudgeon at PatriciaO.Dudgeon@ky.gov and;
  2. Mail one (1) hard copy of the signature page with original signatures to:

     Pat Dudgeon
     Office of Employment and Training
     Division of Workforce & Employment Services
     275 East Main Street, 2WA
     Frankfort, Kentucky 40621

Planning Timetable Estimates

July 12, 2013	Issuance of Local Plan Guidelines
November 1, 2013	Last date to begin the Public Comment Period. Beginning of the OET review, comment and clarification period
November 30, 2013	End of the 30 Day Public Comment Period
December 1, 2013	Local Plans are due to OET along with submittal of the original signature page. Final Review and Approval of Local Plan Updates by OET begins
January 1, 2014	Beginning of Local Plan Period

Section A: Integration and Strategies

One of the state's strategies is to invest in LWIBs who perform at a strategic level and who are leading or participating in innovative approaches to a wide range of regional challenges and opportunities. This section will be used to describe the LWIB's engagement in regional development strategies, as well as how the LWIB conducts business beyond the narrow focus of employment programs. OET will use this information for guidance in allocating special, discretionary and incentive grants (if funding is available).

1. How does the WIB identify and analyze regional economies?

The BRWIB and staff utilize current economic analysis to better understand the national, statewide, and regional economic environment that we are operating within through the use of reports, labor market information, and economic plans to identify existing conditions and trends. Since the BRADD borders TN, we try to maintain an understanding of activities occurring to the south; our region is impacted both positively and negatively by their economic development and labor force changes.

The BRWIB will utilize the most up to date LMI; every effort is made to identify the most recent report or information. Some of the sources utilized are as follows:

- Kentucky's Target Industry Sectors Report (Maher& Maher) - May 2011
- Barren River Preliminary Target Industries Report – May 2011
- South Central Kentucky Region Target Market Analysis - September 2010
- Barren River Comprehensive Economic Development Strategy (CEDS) 2011
- www.workforcekentucky.ky.gov
- www.thinkkentucky.com
- www.usworks.com
- http://www.onetonline.org
- https://www.kylmi.ky.gov/admin/gsipub/htmlarea/uploads/Barren_River_2018.pdf
- BRWIB 2012 Business & Industry Needs Assessment
- Kentucky's Unbridled Future Strategic Economic Development Plan

The BRADD is an EDA designated planning agency and administers the local WIA program. Our economic development staff prepares an economic development regional plan, the CEDS, for the region every five years with annual updates. The day-to-day contact of both the WIA and ED staff with the local businesses, the annual preparation of regional plans, and participation in meetings with local leaders and agencies provides insights into what is happening in our communities,region and direction in which the local economies are trending. The most recent plan is located at the following link: http://www.bradd.org/index.php/publications/category/30-ceds.html

We are constantly trying to seek new information and maintain the most current information sources to help understand our region. Currently, BRADD staff is in the process of developing an economic development map using our GIS system. When completed, this tool will improve our ability to visualize conditions, better analyze existing conditions, and develop future potential processes.

ERISS corporation conducted an extensive regional labor market analysis including all but one of the WIB's within the state. The surveys were conducted in August and September of 2012. Current information is now available to align resources with the needs of the industries. The link to the ERISS website is located on our website at www.kcc.bradd.org.

The LWIA contracted with NAWB to help in developing "Strategic Planning Guidelines". The document provides strategic decision-making guidance to the board members and staff of the BRWIB for the upcoming years. The guidance is based on the following sources:

- Labor market trends
- Research conducted by board staff and partners on business needs and system performance over the past year
- Committee accomplishments based on action plans
- National trends impacting workforce development
- Economic development staff

A copy of the completed document is attached.

2. How is this information used to identify the key industries and demand occupations within this economy?

Review of information allows us to identify historical and projected trends in the increase or decline of employment in the region, determine what economic sectors are changing and how that change is impacting employment, and allows us to identify occupations that have a deficit or surplus of available workforce.

National and Statewide information provides a broad understanding of the economic and labor atmosphere in which the region is operating. However, the regional information, data, and personal understanding of our region allows us to more readily anticipate occupational changes and training needs.

The knowledge of what is occurring in the areas outside the BRADD region, including TN, allows us to factor in and anticipate changes in our workforce needs. The WIB understands that cluster development is not contained within a defined regional boundary and external demands upon labor and skills needs in our region must be considered.

During this past year our office conducted a "Manufacturing Talent Pipeline Focus

Group". Vital information regarding the needs of the industries as well as how the local educators can help in implementing additional curriculum was collected. Input from the attendees also provided data needed to help in determining the high demand occupations for the upcoming years. This will help our board align our efforts with the needs of the local employers.

3. How is this information incorporated into your service delivery strategies?

Through the identification of growth sectors, the resulting occupational skill needs can be determined. The information allows staff to identify the available supply of the skills needed and any gaps that exist to meet the sector growth requirements. Also, training availability and deficiencies can be identified. The WIB's strategies will be developed or modified to target skills and training needs to meet the requirements of our employers.

4. In a separate attachment, based on your most recent analysis of regional economies, provide a list of the key industry sectors in your regional economy.

See Attachment

5. At the direction of Governor Beshear, the Kentucky Workforce Investment Board established a strategic vision and goals for the transformation of the Commonwealth's workforce system. (*WorkSmart Kentucky Strategic Plan*) Key to the realization of that vision is the state board's assertion that local workforce boards must be innovative, responsive and able to make substantial positive impacts on the communities they serve.

Please describe the role of your board in implementing transformational change to the Kentucky workforce system for each of the statewide strategic areas of focus listed below. ONLY SUBMIT DESCRIPTIONS FOR INITIATIVES YOUR BOARD HAS BEGUN, IS CONTINUING OR IS PLANNING TO IMPLEMENT.

For each initiative, please indicate:

1. **If the initiative is a local innovation or part of a statewide initiative (examples provided for each focus area).**
2. **The initiative's mission and strategic goals (if local) or any local adaptation for statewide initiatives.**
3. **A timeframe for implementation, including major milestones and evaluation.**
4. **Identify key partners/players/stakeholders, including the role of the WIB**
5. **Provide the current status of the initiative.**

(Space is provided for one initiative in each focus area. To add additional initiatives, copy and paste the formatted narrative layout under the appropriate Focus Area. If initiatives are not currently being planned in any of the focus areas, leave blank.)

STATEWIDE STRATEGIC AREAS OF FOCUS

I. System Transformation

Related statewide initiatives: Sector Strategies, Branding & Identity, One-Stop Certification, User-Friendly On-Line Services, National Career Readiness Certificate, Eligible Training Provider List Enhancements

System Transformation Initiative (1)

Title:	Sector Strategies

☒ **Initiative is a local innovation** ☒ **Part of a statewide initiative**

Initiative's mission and strategic goals:

The BRWIB's mission and strategic goals is to identify and target industries and occupations within our area that are high growth, high demand and vital to the area's economy. Continuous development and updates of the local region's comprehensive strategic plan incorporating the input of stakeholders must be completed periodically. The Business Services Team has been divided among the determined sectors to ensure that each area is represented adequately. Each area will have the opportunity to develop unique action plans designed specifically for that sector. The results are reported back to the BST leader as well as the WIB members.

Implementation timeframe:

The BRWIB determined the high growth sectors in July 2013 based on the area's economic and labor market analysis as well as data results from recent graduates. The board annually reviews the data to ensure up-to-date demand industries and occupations have been targeted and properly identified. Training slots will be determined based on these percentages.

Partners/players/stakeholders and role of WIB:

SKYCTC (formerly BGTC), State, private post secondary schools, economic development authorities, local chief elected officials, chambers, industry & businesses, one-stop partners, and community agencies contribute the data , survey results, LMI, and other analysis. The role of the WIB is to ensure that state and federal funds are allocated appropriately based on high growth and high occupational demands within our area. The WIB determines the training focus design to meet the needs of the businesses and industries located in the Barren River region as well as expand in areas of opportunity for the Barren River.

Current status of initiative:

The sectors indicated by the percentages are utilized at this time in determining the funding for short and long term occupational training: manufacturing 31%, health care 25%, service sector 25%, education 10%, transportation-distribution-logistics 9%. These sectors were reviewed and approved in July 2013.

System Transformation Initiative (2)

Title: One Stop Certification

☐ **Initiative is a local innovation** ☒ **Part of a statewide initiative**

Initiative's mission and strategic goals:

To develop a unified Statewide One-Stop certification system

Implementation timeframe:

Baseline/Self-Assessment has been completed. Technical Assistance funding was received from the State and training was provided by AHA Consulting. Attached is a copy of the Consultant's Report. The One-Stop and BST committees are in the process of completing the Certification packet to be submitted by the April 2014 deadline.

Partners/players/stakeholders and role of WIB:

OET, OVR, OFB, SKYCTC, CASKY, DCBS, WIA, Experience Works, KY Farmworkers, Job Corps, and Adult Education. The WIB's One-Stop Committee will review the submitted certification packet and make recommendations to the full board for any additional and/or higher foundational and continuous improvement local standards to the state determined standards.

Current status of initiative:

The One-Stop and BST committees are in the process of completing the Certification packet. Committee meetings have been conducted including several scheduled over the next couple of months. Staff members have made several site visits to other centers to observe nationally recognized centers for possible changes to the current system to provide a higher quality of services.

System Transformation Initiative (3)

Title: National Career Readiness Certificate

☐ **Initiative is a local innovation** ☒ **Part of a statewide initiative**

Initiative's mission and strategic goals:

(1) Promote the use of the NCRC credentials by employers

(2) Provide potential employees with a credential that will help them compete in the job market
(3) Provide older youth with the opportunity to be career ready if they choose not to enter post-secondary training after high school

Implementation timeframe:

The Barren River WIB has promoted and will continue to promote the importance of the National Career Readiness Certificate. The WIA Intake Specialists at the Kentucky Career Centers, Barren River area, educates all potential customers of the value of obtaining a NCRC. Customers will be referred to appropriate county Adult Education centers for instruction and testing. If the WIA customer is not eligible for Adult Education assistance, instruction will be made available through online software. Per the availability of funding, testing will be available at the Kentucky Career Centers.

Instruction assistance will also be made available to the interested Area Technical Center students. Through funding available at the schools, all seniors are tested. This partnership will help to ensure that the students receive the highest possible scores. The online software also has several modules on soft skills which are very important according to the employers and many students are lacking.

Partners/players/stakeholders and role of WIB:

OET, Adult Education Centers, local chambers, WIA staff, local board of educations

Current status of initiative:

OET, Adult Education Centers and WIA are currently enrolling customers into the NCRC program for certifications. OET/WIA staff have received several commitments from employers to guarantee an interview to customers that receive certain levels of certification.

System Transformation Initiative (4)

Title: Eligible Training Provider List Enhancements

☐ **Initiative is a local innovation** ☒ **Part of a statewide initiative**

Initiative's mission and strategic goals:

For customers to obtain a credential from a post secondary institution that has a creditable reputation and in turn enables graduates to obtain employment in their career fields with a self sufficient wage. A database has been developed on a local level to track performance of customers by training providers with information such as: date of completion, employment obtained, and whether they entered into their career field of employment. This information is reviewed by the Finance and Accountability Committee to ensure that the training provider is providing the graduates with the skills necessary to obtain employment after graduation within their field of study. Programs that do not meet the standards set by the committee will have no/minimal slots available for future customers until the performance improves. This will help ensure that we are only training the customers in the high demand occupations at the best available training providers.

Implementation timeframe:

The data is presented to the committee for review at the end of each semester. Our staff is in the process of assisting the training providers in registering in the KCEWS system to comply with the State ETPL policies and procedures.

Partners/players/stakeholders and role of WIB:

WIB Finance and Accountability Committee members (which has two partners on the committee), current students and/or recent graduates, and potential employers

Current status of initiative:

Customer satisfaction surveys are being administering to all core, intensive, and training customers upon the conclusion of their services with our staff. This will provide our staff/WIB with valuable input as to the effectiveness of our services as well as suggestions for continuous improvement. Local staff will continue to work with State ETPL staff to ensure that all providers are aware of the upcoming changes to the policies.

II. Education Alignment

Related statewide initiatives: Tech-High, Accelerating Opportunity (aka Skill Up or I-Best), Apprenticeships, High School Outreach

Education Alignment Initiative (1)

Title: Teacher's Academy

☒ **Initiative is a local innovation** ☐ **Part of a statewide initiative**

Initiative's mission and strategic goals:

For a large number of high school students, manufacturing is not something that is given a lot of consideration. As determined from other focus groups, one of the reasons is that the definition "manufacturing" is far too broad for youth to understand exactly what it refers to and constricts their perception of the industry. Another perception of the industry is that it offers boring and mundane jobs on an assembly

line or warehouse.
The intent of this initiative is twofold. First, to offer an opportunity for educators to gain a better understanding of the career and job opportunities that exist as well as the skills needed in order to be successful in those careers. Educators will also be provided with "real world" examples of the application of academic content and soft skills taught in the classroom. Secondly, the industry representatives will gain a deeper appreciation of the challenges faced by public education. Hopefully, industry representatives will be willing to offer mentoring opportunities for the youth, curriculum input, as well as classroom speaking events. This type of communication is the most effective as it allows the students the opportunity to ask questions.

Key Points for Educators:

- Need to address the change/advancement of the industry operations with students
- Explain the stability of the industry as a legitimate career choice
- Provide the "why" of what makes manufacturing an important part of today's society, and how they would be adding value

Key Points for Industry:

- Give manufacturers tools to communicate from inside out – empower employees with the resources/opportunities to share information with family and friends to help recruiting efforts
- Students need as much access to learn about the industry as possible to maximize interest such as internships, co-ops, job shadowing, industry site visits, etc.

Implementation timeframe:

Pilot project with Area Technical Centers was conducted in June 2013. A report of the process will be conducted within all of the interested school systems for possible implementation within their schools.

Partners/players/stakeholders and role of WIB:

School systems, Employers, and Chambers. The WIB will act as the liaison between the educators and the employers to develop new partnerships within the communities. The WIB may also be able to assist with some of the training costs of the students necessary for the students to be able to begin employment with those employers participating in the Academy, either through tuition assistance or paid internships.

Current status of initiative:

WIA staff is working with the school systems to determine who is interested in participating in the program. Academy training dates will be flexible to accommodate the school staff and employers by offering multiple dates throughout the school year. Funding recommendations for travel expenses may have to be brought before the Finance and Accountability Committee if it is hindering participation.

Education Alignment Initiative (2)

Title: Youth Internships

☒ **Initiative is a local innovation** ☐ **Part of a statewide initiative**

Initiative's mission and strategic goals:

The employer was provided a student worker for up to 250 hours to provide hands on training to enhance the classroom training completed such as industrial maintenance and nurse's aid. This allows the youth to build their resume with additional skills as well as references. In a couple of cases, the student worker was asked to remain at the facility as a permanent employee.

Implementation timeframe:

Ongoing

Partners/players/stakeholders and role of WIB:

WIA staff, local high schools, employers within the sectors, WIB members, post secondary education representatives

Current status of initiative:

This project had and will continue to have significant community impact for the employer which is participating in this initiative. One of the main concerns of all employers that we work with is to ensure that any potential employee has the soft skills needed to work in a team environment. In addition, to possess the skill sets to fill their current and upcoming positions. This project can be easily duplicated throughout the BRADD region with other high growth target sector businesses and industries. This initiative will have a minimum amount of cost to the WIA program and the employer during the training period. However, this program will have a much greater return on investment as the employee will become self sufficient, pay Federal, State and Local taxes as well contribute to the local retail and services businesses within the community and region.

The WIB Youth Council will be reviewing the current year budget to determine how many slots will be available for this year.

Education Alignment Initiative (3)

Title: High School Outreach

☒ **Initiative is a local innovation** ☐ **Part of a statewide initiative**

Initiative's mission and strategic goals:

To improve work readiness skills and align the graduating youth with high demand employment opportunities

Implementation timeframe:

Some of the action items have already been completed with the remaining to be completed within the program year. These outreach activities will be ongoing within the next program year and evaluated by the youth council for effectiveness and possible additions/corrections.

Partners/players/stakeholders and role of WIB:

High school staff, youth council members, WIA staff, employers, OET, Finance and Accountability Committee

Current status of initiative:

- Met with a counselor/staff at each of the high schools within the BRADD region that are interested to discuss the youth programs, explain the qualifications and distribute contact information. Also offered staff assistance in the classrooms on such topics as: resume writing, interviewing, job search, etc. – Ongoing per request
- Attend local P-16 advisory committee meetings -Ongoing
- Attended local DCBS supervisor meetings to discuss opportunities for youth.
- Attended quarterly KTE ATC principals meeting to speak about partnerships and available programs.
- Presented "Interviewstream" software at DCBS foster care transition fair at WKU. Also distributed information about tuition assistance and job search assistance.
- Set up a booth at each of the high schools to distribute information about the tuition assistance program in the Spring.
- Promote the utilization of Paid Internships for high school seniors hours to provide hands on training to compliment the classroom training completed such as industrial maintenance and/or healthcare for example
- Developing partnerships with schools to offer access to online curriculum for preparation of NCRC testing to increase the certification levels of the graduating seniors
- Providing transportation assistance to local high schools to aid in transporting youth to industry site visits to encourage careers in target sector areas

III. Economic Development Alignment

Related statewide initiatives: Entrepreneurship, Work Ready Communities, Business Services Redesign-Unified Business Services)

Economic Development Initiative (1)

Title:	Work Ready Communities

☐ **Initiative is a local innovation** ☒ **Part of a statewide initiative**

Initiative's mission and strategic goals:

For Barren River local communities to gain a competitive advantage in attracting new business and jobs. This will increase economic growth and development.

Implementation timeframe:

On going

Partners/players/stakeholders and role of WIB:

Key stake holders in the communities include local elected officials, employers, economic development representatives, chambers secondary & post education.

The local WIB will participate and assist with any county's application. The local WIB promoted and conducted outreach on the Work Ready Community certification throughout BRADD's 10 county area.

Current status of initiative:

Warren County has been "certified". Allen, Barren, Logan, Hart and Monroe are in the "Work in progress" stage. Butler County has a letter of intent. Simpson, Edmonson and Metcalfe are in the formative stage.

Economic Development Initiative (2)

Title:	Business Service Redesign

☐ **Initiative is a local innovation** ☒ **Part of a statewide initiative**

Initiative's mission and strategic goals:

To create long-standing relationships with employers by creating a system that is of high quality and value to them. A strategic goal of the Business and Industry Committee and the One Stop Committee is to become more publicized and known throughout the business and industry communities as well as by the job seekers.

The following action steps will be completed within the next year to form the most effective team possible:

(1) To participate in creating and updated Business Services Handbook that will identify agency resources and contact information for each county in the region. This will be distributed to employers, ED directors, chambers, and community officials. It will be each agencies responsibility to identify someone that will ensure all information is accurate and current.
(2) To identify or create a share-point site which will allow all partners access to all employer information that will be accumulated and posted.
(3) The Team Leaders will be responsible for meeting with their teams on an as needed basis to discuss assignments and gather relevant information for posting on the share-point.
(4) A quarterly meeting will be held with the Business Services Coordinator to review if measurable goals are being attained and if any corrective measures need to be implemented.
(5) The One Stop Committee, having oversight, will also have the responsibility to address concerns and provide the necessary resources of the BST that will allow them to adequately meet their goals.

Implementation timeframe:

The team is established and has held several meetings. This is an on-going process with continuous improvement to the initiative along the way as necessary.

Partners/players/stakeholders and role of WIB:

All one-stop partners, economic development representatives, chambers, education representatives, and WIA staff

Current status of initiative:

The team has been divided into sector subgroups with one member designated as Team Leader. The subgroups have set the following goals:
(1) Work to secure a minimum of five target employers per sector each month that are not currently utilizing services offered by partners in the One Stop Centers.
(2) Team Leader or team representative will attend and participate with local Chambers, Industrial Authorities, SHRM groups, Plant Manager meetings, and Civic groups within the ten counties.
(3) Work with employers to improve their knowledge and availability of recognized National certifications available and provided by BST partners. This will align with the goal set for the Work Ready Communities "In Progress".
(4) Work with employers to identify the employability skills barriers/issues that surface with job seekers.
(5) All information will be compiled and distributed to all WIB members/partners

IV. System Simplification

Related statewide initiatives: Alphabet Soup, Partner for Success, Case Management, High Impact Workforce Investment Boards

System Simplification Initiative (1)

Title:	Case Management

☒ **Initiative is a local innovation** ☒ **Part of a statewide initiative**

Initiative's mission and strategic goals:

Effective case management and writing effective case notes are key to assisting individuals to move to their first job, a better job and a better life. Assisting individuals to prepare themselves for self-sufficiency requires on-going staff support. And, this staff support must include maintaining comprehensive and succinct case notes that can be used by other staff as needed to carry services forward. To ensure all staff are prepared to provide effective case management and write comprehensive case notes, a consultant was hired to provide training to local staff.

Implementation timeframe:

September 2013

Partners/players/stakeholders and role of WIB:

Barren River WIA staff, OET, and other LWIA staff were invited to attend. Cost were expensed evenly between all attendees which allowed for extensive training at minimum cost to all attendees.

Current status of initiative:

Training has been conducted and a copy of the consultant's report is attached.

System Simplification Initiative (2)

Title:	High Impact Workforce Investment Boards

☒ **Initiative is a local innovation** ☒ **Part of a statewide initiative**

Initiative's mission and strategic goals:

To establish a workforce system that is innovative, integrated, comprehensive, effective and relevant to the workforce needs of our employers and job seekers. The goals for the board throughout the next couple of years are as follows:

(1) Success for WIB beyond WIA
(2) Clear goals/strategies for raising/leveraging/growing resources are established
(3) Articulate LMI information, organizational goals, and available services to key audiences in the region
(4) Develop partnerships to enhance competitiveness of the region and address the workforce issues beyond the scope and/or resources of the WIB
(5) Ensure services reflect current business and labor market
(6) Clear reporting of system services and outcomes are understood by board and partners

Implementation timeframe:

WIB submitted application to be reviewed and considered for certification. Review team will conduct on-site visit in December.

Partners/players/stakeholders and role of WIB:

WIB members, local elected officials, education representatives, key stakeholders among the businesses and industries throughout our region, economic development and chamber representatives

Current status of initiative:

Submitted requested information/self assessment and pending onsite review and certification determination

V. Customer Service

Related statewide initiative: Workforce Academy

Customer Service Initiative (1)

Title: Customer Service

☒ **Initiative is a local innovation** ☐ **Part of a statewide initiative**

Initiative's mission and strategic goals:

Provide input from jobseekers and employers of the quality of services provided within the region.

Implementation timeframe:

Surveys are available through Survey Gold website and are being administered at both of the regional career centers as well as by BST members after employer meetings.

Partners/players/stakeholders and role of WIB:

One Stop partners, employers, WIA staff, economic development representatives, and educators.

Current status of initiative:

The first report will be provided in January to the WIB and BST members after the first quarter of data is captured. This will provide benchmarking as well as feedback of possible additions/changes to the current systems services.

<u>Oversight/Monitoring Process</u> – Describe the local board strategy to ensure continuous improvement to move the local system toward the Commonwealth's vision and achieve the goals identified in the *<u>WorkSmart Kentucky Strategic Plan</u>*.

The local board is dedicated to improving our local system. The board has recently received technical assistance in the following areas:

(1) NAWB- for WIB members, local officials and WIA staff
(2) One Stop- for all partners
(3) Business Service Team – for all members

The resources received during these trainings provided our board, staff, partners, and stakeholders with goals and strategic plans to strengthen our existing system. The goals/plans will be continuously reviewed for changes/additions to ensure that we continue to move forward toward our vision. Copies of all of the consultant reports are included as attachments.

Additional professional development training will be provided in December by a consultant to work with the board, WIA director, local officials, and key stakeholders. Many WIBs have become great stewards of WIA funding. But to truly impact a community, WIBs must move from being a grant steward, to a system builder and a regional backbone. An effective WIB leaves the management of the One Stop Centers to the Operator, and leads the community in discovering, facing, solving and evaluating the progress towards eliminating the community's major workforce development issues. In doing this, they also pull together the partner agencies and create a workforce development system, instead of a collection of disjointed agencies.

The Barren River Workforce Investment Area has a formal monitoring plan in place and will follow this plan to provide oversight for all programs and activities funded under the WIA.

Monitoring within the BRLWIA will be performed by the WIA staff and will be accomplished through desktop monitoring in conjunction with an on-site visit.

All contracts will be monitored both programmatically and financially at least once during the program year. A monitoring schedule will be developed and a formal monitoring tool will be used to conduct and document the monitoring process. The monitoring schedule may be modified or adjusted to meet the needs of the Board/Contractors/etc.

A desk-top review will be conducted prior to the on-site visit which will include a review of reports, invoices, and other information received from subcontractors as well as the internal reports generated by the EKOS and accounting systems. These items will be compared to the terms of the contract in order to determine compliance. The on-site visit will include the examination of documents, interviewing of participants and sub-contractor staff, and review of accounting practices and financial records. Youth employment worksites will be monitored for compliance with the terms of the contract as well as for safety issues.

A written report will be issued within thirty days of the desk-top and/or on-site visit and will document any findings, technical assistance needs, and recommendations for corrective action. The report will also document that no deficiencies were found, if this is the case. The sub-contractor will have ten days to respond to the report. BRWIB staff will determine if the response is acceptable and forward a written corrective action review to the provider within ten days. All corrective action documentation will be maintained in the monitoring file. If the plan is unsatisfactory, the Barren River WIB will determine further action to be taken. Follow-up monitoring visits may be conducted, as needed, to document actual implementation of the corrective action plan.

Section B: Program Operations

This section collects information required by "WIA Law, Section 118: Local Plan" in order for LWIBs to receive their base funding.

1. Keeping the changing economy in mind, describe the workforce investment needs of your local area:

a) Businesses

The workforce investment needs within the Barren River region are similar to that of many areas: available employees with the appropriate skills for identified job openings and current reliable information. Employers have identified five areas of skill gaps. First, newly hired employees do not possess the basic work ethic skills such as: positive attitude, respect for others, showing up for work, being on time, self motivation, teamwork, and following through. Second, simple basic skills such as reading, verbal, listening, writing, and mathematics. Third, employers have identified thinking skills – i.e, learning new skills, decision making, problem solving, analyzing and interpreting, and creative thinking as major skills gaps of new employees. Fourth, employers identified skills gaps in simple workplace competency skills such as productivity, time management, conflict resolution, interpersonal/team skills and customer service skills. The key to Barren River's economic development efforts is the availability of a skilled workforce. To address the current needs of business, we must:

- Engage our employers to acknowledge the changing needs in the workforce and work together to develop solutions to their workforce needs.
- Give our employers access to reliable predictive and current information about the local workforce, its characteristics, available quality training and the region's economic strategy.
- Provide affordable training in different settings (on-the-job, classroom, worksite classes, distance learning, internships etc.) to address the varied gaps in workers' skill levels.

b) Job seekers

The needs of job seekers within the Barren River LWIA are really quite simple: Information so that they can make informed decisions and access to skills through quality training. The job seekers need to be able to easily access information so they make informed decisions about their employment options. The information must include a valid assessment of their skills and interests, and the local demand, characteristics, and requirements for specific jobs that match their present skills and interests. Since they will probably remain in the labor pool longer due to the effects of the recession as well as the fact that businesses now require high skill sets, we must ensure that they have access to the most recent information available to make the most informed decisions such as: current job openings, types of training available, training providers, cost of training, availability of training, length of training, completion and employment data, and wage data. The job seeker should also be able to access counseling as needed to assist in evaluation all of this information. Each job seeker and their needs are unique and should be treated as such. Customer choice should be the foundation for assessing services and information for the job seekers.

c) Workers

The workforce investment needs of workers are:

- Information about the current local labor market;
- Easy access to life-long learning opportunities, career pathways, and;
- Support for their skill upgrade endeavors from the community: the employers, community leaders, educations and workforce professionals.

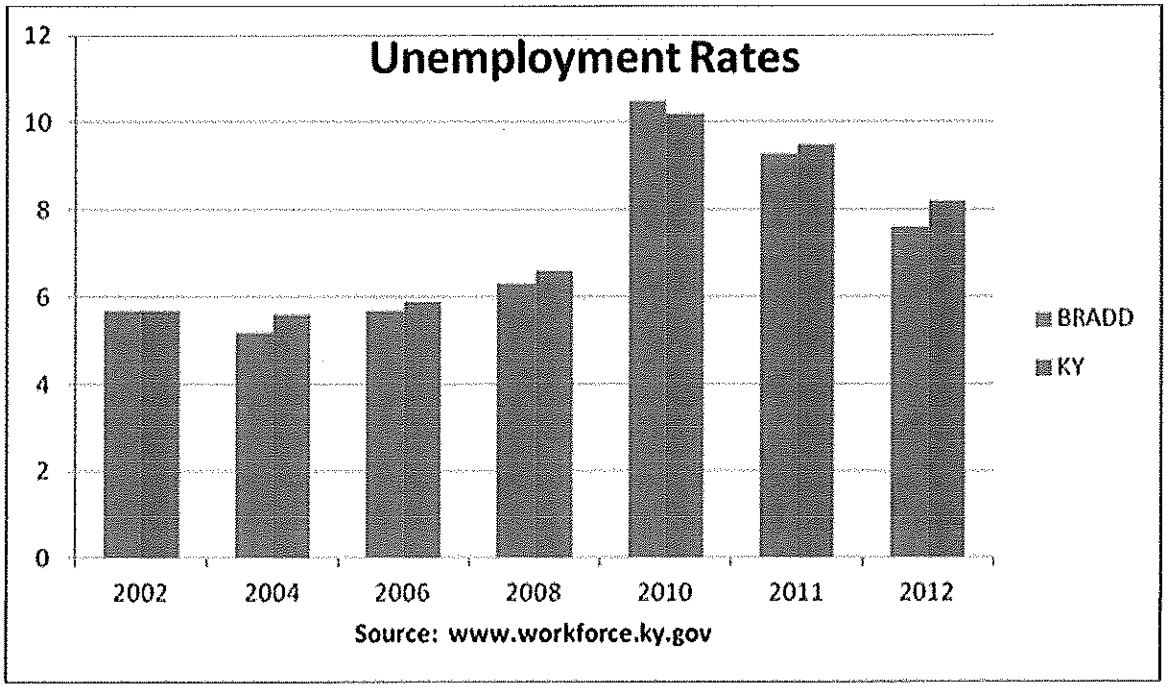
These incumbent workers need to easily access employment/training information so they can make career decisions to ensure they can remain competitive, advance in their field and./or protect themselves from potential long-term unemployment. Their needs for assistance and counseling are the same as for job seekers. Workers also need to accept that learning is a life-long process and it is vital to everyone in the community. Global competition, technological changes, and an economy that rewards the bottom line, combine to force businesses to respond quicker to opportunities and challenges. Businesses cannot respond to change without a workforce capable of absorbing, refocusing, and applying the new and higher skills required quickly and effectively. Workers will not stay employed and companies will not be profitable unless every worker is constantly learning new skills. Current members of the workforce need support from their employers, community leaders, workforce professionals, and the local education system to be engaged in the life-long process. They must be afforded opportunities to learn on the job and in company sponsored settings. The most prevalent training in the region includes software skills, basic skills, supervision skills, quality/ISO initiatives, job-specific skills, and values. Workers must be able to access qualify programs offered by local training providers that address their needs. We must ensure that we develop a workforce system that will support the use of varied learning modes by employers and workers to ensure that acquiring skills is made as easy and inexpensive as possible for all parties.

2. Describe the current and projected employment opportunities in your local area.

The Barren River LWIA encompasses the ten counties of the Barren River Area Development District: Allen, Barren, Butler, Edmonson, Hart, Logan, Metcalfe, Monroe, Simpson, and Warren as well as 26 incorporated cities. The 2010 population for the region was 283,925, which represented a 14.6% growth over the 2000 population of 255,225. The civilian workforce increased from 124,471 in 2011 to 139,714 in 2012; this is an 11% increase for a one year period.

According to the Occupational Outlook 2008 to 2018 report, the employment in our area is projected to grow from 128,669 to 137,455, a gain of 6.8.

Kentucky LMI's preliminary unemployment rate for BRADD in July 2013 is 7.88% average with 10,574 unemployed customers. For June 2013, four of the ten counties were at or above 9.5% and the lowest being Simpson at 7.5%.



The major industrial employers in the region are automotive, plastics, metals, food, logistics, and warehousing.

2013 CEDS Report - Health Care, Manufacturing and Education sectors employ more than 44% of BRADD's workforce. Retail sector was the next largest employer in the region employing 12% of the workforce. Since 2003, the service sector has maintained at least 1/3 of the jobs. Agriculture continues to be a major component of the economy of the region with many counties ranking at the top of production in the state for beef cows, cattle and calves, burley tobacco, hay and alfalfa, milk production, soybeans, grain, hogs and pigs. Tourism, with the location of Mammoth Cave National Park, Barren River Reservoir State Park, Nolin Reservoir State Park and numerous other natural and man-made attractions, continues to be the key and growing economic sector.

Recent Developments - In the past fiscal year, BRADD region saw the addition of 4 new companies and the expansion of 23 existing industries resulting in nearly $184,000,000 in private investment and approximately 550 new jobs. While the new jobs and private investment show positive economic growth, it should be noted that these numbers are significantly less than the private investment of $415,385,373 and 1,877 new jobs reported for the 2012 fiscal year.

Announced/Reported Facility Locations/Expansions

Report Begin Date: July 1, 2010 Report End Date: October 8, 2013
Industry Group: All facilities
Facility Location: Allen, Barren, Butler, Edmonson, Hart, Logan, Metcalfe, Monroe, Simpson, Warren Counties

Results: 94 announcements with reported capital investment of **$997,432,597** and **3,917** additional jobs when full employment is attained.

County	Facility	Emp Full	Product/Service Provided
Allen	Dollar General Corp	100	Storage warehouse & distribution center
Allen	J M Smucker LLC	40	Frozen food products, distribution, and R&D center
Allen	J M Smucker LLC	80	Frozen Food Products
Allen	IEH Laboratories & Consulting Group	6	Food testing
Barren	Integrated Pharmaceutical Packaging LLC	100	Packaging of pharmaceutical products, distribution
Barren	Fortis Manufacturing LLC	100	Metal stamping
Barren	TransAir Shipping		Logistics services
Barren	Innovative Manufacturing Services Inc	25	Electrcal control systems, conveyor systems, special automated systems
Barren	A C K Controls Inc	8	Automotive control cables
Barren	Felker Brothers Corp	12	Stainless steel pipe

Barren	Burkmann Feeds LLC		Livestock feed
Barren	Akebono Brake Glasgow	224	Vehicle brake systems
Barren	Bluegrass Dairy and Food LLC	30	Dehydrated dairy and non dairy ingredients
Barren	Bluegrass Dairy and Food LLC	6	Dehydrated dairy and non dairy ingredients, custom spray drying and dry blending; cheese manufacturing
Barren	Bluegrass Dairy and Food LLC		Dehydrated dairy and non-dairy ingredients, custom spray drying and dry blending; cheese manufacturing
Barren	NCS Healthcare of KY / Omnicare	42	Pharmaceutical repackaging center
Barren	Span Tech LLC	25	Conveyor systems, for food processing, packing, and manufacturing
Butler	Delta Faucet - Morgantown Plastics	20	Custom Plastic Injection Molding
Butler	Casco Products Corp Corp DBA Sequa Automotive Group	280	Automobile cigarette lighters and power outlets for automobiles
Butler	Certified Flux Solutions LLC	1	Manufacture flux blends used as an additive in the melting process of secondary aluminum furnace operations.
Edmonson	Renaissance Global Logistics	15	Repackages and distributes automotive components
Edmonson	Yahagi America Molding Inc	3	Injection molding and assembly of automotive plastic parts
Edmonson	Yahagi America Molding Inc	15	Injection molding and assembly of automotive plastic parts
Hart	Sister Schubert's Homemade Rolls Inc	65	Manufacture, package and distribute frozen yeast rolls

Logan	Cumberland Scrap Processors LLC		Scrap recycling/handling facility
Logan	MHM Metals Corporation	30	Recycling of aluminum salt slag, a byproduct of secondary aluminum producers
Logan	Bluegrass Recycling LLC	4	Metal and plastic recycling
Logan	General Products Corporation	25	machining and assembly of cast iron and alum castings
Logan	Ventra Plastics	25	Injection molded plastic automotive trim for interior and exterior parts
Logan	H & H Sheet Metal Fabricators	20	Machine shop
Logan	Nelson Co of Kentucky	12	Wood pallets, boxes & skids
Logan	Carpenter Co	18	Carpet cushioning, polyester fiber, filter media and polyurethane foam for use in bedding, consumer products, home furnishings and medical furnishings
Logan	Sensus Precision Die Casting		Aluminum die castings
Metcalfe	Kingsford Manufacturing Co		Charcoal briquettes
Monroe	APACE KY LLC	35	Package and distribute pharmaceuticals
Monroe	Anderson Forest Products Inc	8	Hardwood lumber, pallets, reels, wood chips & plastic reels, paper cores, tubes
Monroe	Roy Anderson Lumber Co		Green hardwood lumber, kiln dried hardwood lumber, pallet cants, crossties, wood chips, bark, sawdust.
Monroe	Froedge Machine & Supply Co	20	Machine shop: specialty, general & CNC machining; drilling, boring, cutting & honing; surface grinding; welding; lathe & mill work; tool & die; lumber handling equipment
Monroe	Graham Pallet Co Inc		Wooden pallets
Simpson	Chemway Holdings LLC	15	Packaging service, distribution, warehouse, logistics
Simpson	Worldwide Technologies	25	2d and 3d die sets and die forms to primarily service automotive market; production machining
Simpson	Tractor Supply Company	216	Distribution facility

Simpson	Vermont Thread Gage LLC	15	Manufacturers threaded gage products for industries such as aerospace, automotive, electrical, fastener, and medical tooling
Simpson	Franklin Pallet Inc	10	Recycles wood pallets
Simpson	Premium Services	25	Machining, grinds, welds and reworks products for customers in a wide range of fields including the automotive industry
Simpson	Hail & Cotton	5	Warehouse and distribution center for tobacco
Simpson	Global Specialty Cleaners	2	Clean (launder) covers for robot painters
Simpson	Berry Plastics	5	Pipeline coatings; industrial, athletic & consumer adhesive tapes & bandages
Simpson	Caraustar Industries		Paper cores & tubes
Simpson	Focus Printing Solutions	10	Flexographic label printing
Simpson	MultiTech Industries	40	Metal fabrication and manufacturing & distribution
Simpson	Old Kentucky Leathers Inc	8	Leather dyeing
Simpson	Franklin Precision Industry Inc		Assembly of automotive throttle bodies & charcoal canisters, injection molding, fuel delivery components.
Simpson	Franklin Precision Industry Inc	113	Assembly of automotive throttle bodies and charcoal canisters
Simpson	Danafilms Inc	25	Polyethylene films used in flexible packaging, medical packaging and household packaging items
Simpson	Philmo Industries Inc		Adhesive tapes, duct tapes, masking tape, stucco tape, custom packaging
Simpson	Charles DeWeese Construction Inc	10	Regional headquarters for site development, heavy construction
Simpson	New Mather Metals	20	Stabilizer bars for the North American OEM Automobile Manufacturers
Simpson	Keystops LLC		Corporate office & warehouse
Warren	C G S Machine & Tool Inc		Specialty machinery, tool & die, spare parts, production runs
Warren	C G S Machine & Tool Inc	10	Specialty machinery, tool & die, spare parts, production runs

Warren	SCA Personal Care	65	Manufacture adult incontinence care products fo rthe retail and healthcare institutional markets
Warren	RC Components Inc	6	Machine shop: CNC machining, motorcycle wheels & brakes, in house chrome line
Warren	RC Components Inc		Machine shop: CNC machining, motorcycle wheels & brakes, in house chrome line
Warren	RC Components Inc	16	Machine shop: CNC machining, motorcycle wheels & brakes, in house chrome line
Warren	Kobe Aluminum Automotive Products LLC	15	Aluminum forging plant
Warren	Kobe Aluminum Automotive Products LLC	100	Aluminum forging plant
Warren	Magna Car Top Systems (Bowling Green) LLC	30	Assembly of convertible roof top systems
Warren	Kiriu USA Corporation	15	Automotive brake rotors and drums
Warren	Country Oven Bakery	6	Frozen dough, cakes, iced cakes, par baked rolls
Warren	Bando USA Inc	15	Automotive power transmission & industrial V-belts
Warren	AEP Industries Inc	35	Polyethylene films, plastic bags & packaging materials
Warren	Bilstein North America	90	Steel production mill
Warren	General Motors Corp	250	Automobile assembly: Chevrolet Corvette
Warren	Holley Performance Products	136	Automotive, marine parts & accessories: carburetors, fuel injection & transmission modulators, exhaust systems, nos-nitrous oxide systems, plumbing components
Warren	Bluegrass Materials Company LLC		Crushed limestone & aggregate lime
Warren	Pure Power Technologies LLC	10	R&D of actuation systems for valves and throttles used in diesel engine and automotive applications

Warren	Davert USA Inc	20	Steel carrier
Warren	Alpla Inc	72	Plastics blow molding operation
Warren	American Howa Kentucky Inc	86	Manufacture dash insulators and headliners for the automotive industry
Warren	Bendix Spicer Foundation Brake LLC	200	Design, develop, manufacture & distribute products used in air brake systems for commercial vehicles
Warren	HeathCo LLC	7	Headquarters for sales, marketing, R&D of home improvement products including security lighting, decorative lighting, controls, door chimes & buttons.
Warren	Hitcents.com Inc	10	Website advertising and software development for Internet companies
Warren	Hitcents.com Inc		Hitcents creates innovative and insightful solutions in web design, software programming/development, technology support and more.
Warren	Control Systems Design and Automation Inc	6	Industrial automation machines & controls
Warren	Medina Blanking Inc	60	Blanking and stamping services for automotive and industrial customers
Warren	Shiloh Industries Inc	10	Blanking and stamping services for automotive and industrial customers
Warren	Scotty's Development		Solar renewable energy facility
Warren	Fruit of the Loom	600	Headquarters & distribution center
Warren	Gerald Printing Service		Offset and specialty art print, book, catalog & brochure printing
Warren	Bowling Green Machine & Welding	1	Machine shop: general machining; drilling, boring, cutting, honing, grinding, arc & gas welding, fabrication & metal sales
Warren	NHK of America Suspension Components Inc	0	Manufacture coil suspension springs for automotive industry

Warren	NHK of America Suspension Components Inc	108	Coil suspension springs and trunk lid torsion bars
Warren	Hill's Pet Nutrition Inc		Pet food (canine and feline)

3. Describe the job skills necessary to obtain such employment opportunities.

Projected employment opportunities for the Barren River region fall into 11 categories that best describes the education or training needed by most workers to become fully qualified. The following categories are:

(1) First professional degree. Completion of a bachelor's degree plus three additional year of full time academic study
(2) Doctoral degree. Completion of a bachelor's degree plus three additional years of full time academic study
(3) Master's degree. Completion of a bachelor's degree plus one or two additional years of full time academic study
(4) Bachelor's or higher degree, plus work experience. Require experience in a related non-management position for which a bachelor's or higher degree is usually required.
(5) Bachelor's degree. At least four years of full-time academic study
(6) Associate's degree. At least two years of fill-time academic study
(7) Postsecondary vocational awards. Some program last only a few weeks while others may last more than a year. Programs lead to a certificate or other award but not a degree.
(8) Work experience in a related occupation
(9) Long-term, on-the-job training. More than 12 months of on-the-job training or combined work experience and formal classroom instruction are needed for workers to develop the skills necessary to be fully qualified.
(10) Moderate-term, on-the-job training. Skills needed to be fully qualified can be acquired during one-twelve months of combined on-the-job experience and informal training.
(11) Short-term, on-the-job training. Skills needed to be fully qualified can be acquired during a short demonstration of job duties or during one month or less of on-the-job experience or instruction.

Based on the Barren River Area Occupational Outlook 2008 to 2018 report, the projected occupations to produce the largest number of job openings by education requirements in the Barren River region, 14% within category two, 29% within category five, 14% within category six, 43% within category seven, 57% within category eight, 29% within category nine, 57% within category ten, and 57% within category eleven.

4. How does the LWIB ensure continuous improvement of its providers?

The recent implementation of the Survey Gold questionnaire will provide input from graduates as to how adequate the skills they received compares to the requirements of the job openings. The LWIA staff provides quarterly meetings with all the training providers to address any issues and update providers of any recent and/or upcoming changes in policies/procedures, etc. The WIB will ensure the continuous quality of training providers through monitoring performance, technical assistance and staff training/development. Eligible training providers must submit applications annually to provide most current costs and performance data. This will allow our staff to provide the customers with the best available resources to ensure that informed decisions are made throughout the process.

5. List the continuous improvement activities in which your local providers and partners participated in PY 2012.

Quarterly ETPL meetings with local providers
One-Stop Partner meetings
Quarterly Rapid Response/Trade meetings
High Impact WIB
BST Redesign
BST site visits to Northern Kentucky
Work Ready Communities meetings - Allen, Barren, Butler, Logan, Hart and Monroe
Sector Strategies
One Stop Certification Process Assessment

6. Provide a list of planned continuous improvement activities for PY 2013-2014 in which your local providers and partners will participate.

One Stop Certification Process
Work Ready Community application for Butler, Edmonson, Metcalfe, and Simpson
High Impact WIB
Resource Sharing Agreement
One Stop Operator and Memorandum of Understanding
Board/Staff/Local Officials Development (Per Consultant)

7. What new initiatives is the LWIB implementing to ensure that the local workforce system meets the needs of employers and participants?

The Barren River WIB will review the current strategic plan for effectiveness and potential additions/changes that need to be made.

We are piloting job clubs by sectors and inviting the employers to speak to the potential employees about their openings. This provides discussion about skills needed, expectations of employees, and wages, etc.

Outreach activities by the BST members are being conducted monthly with the local businesses to discuss our services as well as receive needed input from the employers in the region

The Teacher's Academy program allows an opportunity for employers and educators to work together in developing a curriculum that will allow the graduating students the skills necessary in the current job market.

8. Performance Standards. What is the rationale for the LWIB negotiated performance measures? – Refer to Attachment A.

See Attachment for detailed breakdown

9. What percentage of the participants will be in training programs (not pre-vocational services) that lead to targeted high-growth and high-wage industries, demand driven occupations, and/or career laddering occupations as identified in Section A?

The current local regional sectors and percentages approved by the are as follows:

Manufacturing 31%,
Health care 25%,
Service sector 25%,
Education 10%,
Transportation-distribution-logistics 9%.

These sectors were reviewed and approved in July 2013

10. What is the LWIB plan to help Kentucky increase by 10 percent the number of people who receive training and attain a degree or certificate through the following programs by June of 2015: WIA Title I-B programs, National Emergency Grants and Trade Adjustment Assistance?

Due to the shortage and reduction of funding this past year, the local WIB has continued with reducing the amount of WIA funds allocated for ITA's. The funds can only be used for tuition. No funds will be allocated for payment of books, supplies or support. This will allow the LWIA to serve additional customers. Short-term & OJT is being utilized to enable us to service the needed customers throughout our region. There is a desired result for both parties – employment and the creation of another taxpayer. Input from the Business and Industry Committee as well as the Finance and Accountability Committee about workforce training needs is vital.

The development of a comprehensive integrated approach to our delivery of services from the initial visit is crucial. The mission for all partners involved should be employment. Unemployment should only be a short-term fix until other opportunities are made available to the customers.

Our WIB participated in the State NEG application and received additional funding to serve dislocated workers, giving preference to long-term unemployed. This will allow us to pilot new initiatives and hopefully implement into our service plan in future program years.

11. Describe the LWIB's Unified Business Services processes. (May attach separate Unified Business Services Plan)

See attachment of BST Local Plan

12. How does the LWIA notify Rapid Response and/or Business Services team members to coordinate services when a business may be actually or potentially considering a layoff?

The Barren River WIB has established a Local Area Rapid Response Team (LARRT) as well as designated a Local Area Rapid Response Coordinator (LARRC) to oversee and carry out Rapid Response activities. The LARRC is the main point of contact for notification of all impending layoffs or closures. When The LARRC learns of a potential layoff or closure, the LARRT members are notified immediately by email/phone. Once the details of the Rapid Response sessions have been worked out with the employer, the LARRC will email members of the date, time, and location of the sessions as well as an agenda. The LARRC will try to secure any necessary information by the State Rapid Response staff from appropriate individuals, affected companies, economic development representatives, chambers, and local officials. LARRC will make sure all information stays confidential per the company's specifications.

13. How does the LWIA respond to and secure information when there is a possibility of a mass layoff? How this information is communicated to local and state Rapid Response and Business Services teams?

The LARRC works directly with the State Rapid Response staff from the beginning with the initial notification. Updates and follow-up of scheduled activities are provided as necessary. The details of these events are recorded in the EKOS system. All Rapid Response activities are conducted by local staff with the understanding that State staff is available for assistance when needed.

14. What is the LWIA process to inform the state of local Rapid Response events?

The Barren River WIB has established a Local Area Rapid Response Team (LARRT) as well as designated a Local Area Rapid Response Coordinator (LARRC) to oversee and carry out Rapid Response activities. The LARRC is the main point of contact for notification of all impending layoffs or closures. Notification may come in the form of a WARN, through LARRT members, the media, etc. In most situations involving a mass layoff, the WARN is received by the State Rapid Response Coordinator who notifies the LARRC. If a WARN is received by the LARRC, the original document will be forwarded immediately to the State Rapid Response Coordinator and a copy kept on file.

The LARRC is responsible for notifying the State Rapid Response Coordinator of all mass layoffs within 24 hours of receiving notification. This is done via email and includes all pertinent information regarding the layoff event.

15. How does the LWIA respond to or assist companies that are potentially TAA certifiable?

The LARRC investigates if there is a possibility that the employer and workers are TRADE impacted during the initial contact meeting, If there is a possibility, the Barren River Trade Coordinator will be advised, work with, and encourage the employer and/or employees to file a Trade petition. The Trade Coordinator would be responsible for notifying the State Trade staff of the potential Trade impact to this employer and employees.

16. What is the process used to provide assistance to a company that is DOL Trade-certified?

Per receipt of Approved DOL Trade Petition Notice from State Level, the Barren River Trade Coordinator will receive notice, inform the local Rapid Response Coordinator and notify the Trade Rapid Response team members. The local Barren River TAA Services Plan will be followed. Local Trade Coordinator ensures that there is cooperation and coordination with the State Trade staff. The methods used are, but not limited to: phone calls, e-mails, and/or in person. Staff arranges orientation sessions for customers and the sessions are a joint effort and provide detailed information about the available services through TAA. Eligibility determination for TAA and WIA is also conducted during these sessions.

17. Provide the current Trade Regional Plan. (May attach separate Trade Regional Plan) The Plan must include:

- **Updated to date with the latest Trade Law, as amended.**
- **The process employed from the point of Petition Certification to Trade participant post-exit follow-up.**
- **Roles of both OET and WIA and other partners as applicable.**
- **Compliance with 618.890 merit staffing regulations.**

See Attachment

18. How will your LWIA work with OET in calling in and conducting orientation sessions for people who are chronically unemployed? *(chronically unemployed - those who are not employable because of their lack of skills, education, and experience)*

The LWIA's staff that are located at the Kentucky Career Centers in the Barren River area will continue to work closely with OET staff to assist the chronically unemployed individuals in our area. LWIA staff person located at the Kentucky Career Center in Bowling Green conducts WIA orientation and job search sessions twice a month. The LWIA staff person located in the Kentucky Career Center in Glasgow conducts the WIA orientation and job search sessions once a month. Additional orientation sessions can be conducted per the availability of staff's limited time and work responsibilities. OET staff offers the following workshops in the Career Centers on a weekly basis: REA (Reemployment Eligibility Assessment) Orientations and KEN (Kentucky Employment Network) workshops. LWIA staff will follow-up with any referrals made by OET staff.

19. Describe the process in which partners (i.e. Wagner-Peyser) will ensure some level of enhanced services to the chronically unemployed and UI applicants selected for Reemployment and Eligibility Assessment (REA). Describe what services will be offered such as job placement activities, resume writing or interviewing workshops, etc.

In-depth REA orientations. Following the REA orientations, individual appointments for assessment and development of IEP's (Individual Employment Plan) are scheduled. Primary skills assessment are conducted via Focus Career. Referrals are made to LWIA staff for more in-depth services and to identify appropriate training providers.

20. What is your strategy to ensure that job-ready job seekers enrolled in your programs (including non-program Universal Customers), are registering in FocusCareer and are making their resumes viewable to employers?

At the initial contact with a new customer, the WIA intake specialist will search their name and social security number to see if they are registered in "Focus Career". If they are not registered, the WIA intake specialist will assist them in setting up a new account. This account will require a personal e-mail and password. After all the screens are completed the customer will then be able to print out a resume. The resume will be stored in the system for future employers to review and match with job opportunities.

If the customer is registered in Focus Career the intake specialist will pull up that individual's resume in Focus Career and review it with the customer for necessary corrections/additions. Using this approach we have already uncovered a number of people that were "registered" in Focus Career however they did not have any information in their resume or the information was inaccurate. Showing the job seeker their resume the way an employer sees it is critical.

The LWIA is still offering services to communities providing job/educational fairs. The staff will bring the mobile laptop "classroom" to encourage customers to register into Focus Career. We have also worked with several high schools to come into the classrooms to speak to the seniors and help them access the system and understand the value of this resource to their job search efforts.

21. Describe how youth activities are provided in the LWIA (in-house, contractors, combination, etc). Provide a brief description of a current or recent exemplary youth program or activity and a brief description of any anticipated new youth programs or activities envisioned by the LWIA.

The LWIB and Youth Council members' vision is to prepare our region's most needy and at-risk youth with the education and skills needed for high demand occupations in the 21st century. This places an emphasis on serving high school seniors as well as recently graduated "out of school" youth and/or recent dropouts. This population is an important component of the new workforce "supply pipeline" needed by businesses to fill jobs in the region. Applications for services are received and reviewed by the case manager to determine eligibility. The youth will work with the staff to create a career plan that outlines their short and long term goals. Together, they will determine which services are needed. The services that will be offered to the youth will include: obtaining a GED through referral to Adult Education center, assistance in starting in a high demand career field through paid internships, assistance with writing resumes and preparing for job interviews, improving basic skills, upgrading computer skills, leadership development, and work readiness workshops, work experience for youth with no or limited exposure, and obtaining an Individual Training Account, in hopes of obtaining a certificate, diploma, or degree. Currently all services are provided "in-house" and no contracts have been issued.

We are diligently working with our area "tech" school to develop internships for eligible high school seniors. This will provide opportunities for the youth to experience hands on training to enhance the classroom training completed within the high demand sectors such as manufacturing and healthcare. This allows the youth to build their resume with additional skills as well as references. This project has and will continue to have significant community impact for the employer which is participating in this initiative. One of the main concerns of all employers that we work with is to ensure that any potential employee has the soft skills needed to work in a team environment. In addition, to possess the skill sets to fill their current and upcoming positions. This project can be easily duplicated throughout the BRADD region with other high growth target sector businesses and industries. This initiative will have a minimum amount of cost to the WIA program and the employer during the training period. However, this program will have a much greater return on investment as the employee will become self sufficient, pay Federal, State and Local taxes as well contribute to the local retail and services businesses within the community and region.

The Youth Council has budgeted funding to assist with the transportation costs associated with taking the youth to "site visits" at local employers. Many youth do not understand many of the employment opportunities available and this constricts their perception of working within that field. Such visits give students an opportunity to see first-hand the expectations and possibilities of these demand jobs that might not have been considered otherwise.

22. Identify the criteria used in awarding grants for youth activities, including criteria used to identify effective and ineffective youth activities and providers of such activities.

If a need is determined, a Request for Proposal (RFP) may be solicited to offer services currently unavailable in our region. The Youth Council as well as LWIA staff reviews the submitted proposals and critique based on developed score sheets to ensure that all requested services are provided. The criteria used would depend on what type of proposal the LWIB has solicited. Incomplete submissions are not accepted. Performance of previous contracts are reviewed prior to additional awards are made. After a recommendation has been made by the Youth Council, the recommendation is presented to the LWIB for approval. The WIB has final approval for all awarded contracts under the WIA program.

23. Provide a description of the process used by the LWIB to provide an opportunity for public comment, including comment/input by representatives of business and labor organizations, prior to submission of the plan.

As required by the Workforce Investment Act of 1998, the plan is made available for the public comment period. The plan is forwarded to all Local Elected Officials, WIB members and partners, Economic Development representatives for comment/input.

24. Describe the competitive process to be used for awarding the grants and contracts in your local area for WIA activities.

The Barren River Workforce Investment Area requires full and open competition of the purchases and goods and services (following the procurement procedures outlined in the Kentucky Model Procurement Code [KRS Chapter 45A] and in the selection of service providers (following Section 184 (a)(3) of the Act). Potential providers will be notified of the implementation of the request for proposal (RFP) process by one of two methods – all agencies on the potential service provider list will be emailed notice of the RFP release and notification will be placed in at least one regional newspaper. Also, a RFP package will be made available through the Barren River Area Development District/Workforce Investment Area website.

The Barren River Workforce Investment Board (BRWIB) will ensure that all procurement transactions regardless of whether by small purchase, sealed bids, competitive proposals or noncompetitive proposals, shall be conducted in a manner that provides for full and open competition. The BRWIB will maintain an up-to-date list of persons, firms, or other organization which are used in acquiring goods and services that will include sufficient numbers of qualified sources to ensure maximum open and free competition.

Criteria for the review of applications are developed and included in every RFP. These criteria are used in the selection of service providers. The criteria will contain both quantifiable and qualifyable measures to assure objectivity and still maintain maximum flexibility for the BRWIB judgment and discretion in the selection process. The procedure is designed to provide equal access and opportunity for all potential service providers.

The Barren River WIB will be responsible for the selection of providers of goods and services. Any RFP released will require, at a minimum, information on the effectiveness of meeting performance goals, cost of quality services, and past performance (for a period of not less than one year). Upon receipt of the completed application, Barren River WIB staff will conduct a technical review of the proposal to ensure compliance with the WIA laws, regulations, local plan and/or policies as well as the request for proposal. Staff comments are made available to the WIB and the potential provider during the review of the application. The applicants may be given an opportunity to present their application to the full WIB and/or designated standing committee. Any entity submitting a proposal for consideration and members of any standing committee must follow the prescribed code of conduct outlined in Section 667.200(4)(i)(ii) or the Final Regulations. The are as follows:

(i) A State Board Member or Local Board member or a Youth Council member must neither cast a vote on, nor participate in any decision-making capacity, on the provision of services by such member(s) or any organization which that member(s) directly represents, nor on any matter which would provide any direct or financial benefit to that member or a member of his immediate family.
(ii) Neither membership on the State Board, the Local Board, the Youth Council nor the recipient of WIA funds to provide training and related services, by itself, violates these conflict of interest provisions.

Funding decisions will be determined upon completion of this review. Protest procedures are included into any RFP or solicitation packet for services. The decision of the BRWIB is final.

All WIB members, youth council members, partners, mayors, judges, and chambers are informed via email. A committee is developed to review submitted proposals and bring recommendation back to full WIB board.

Section C: System Operations and Attachments

In this section, LWIBs must provide information needed to ensure that the local workforce delivery system meets certain legal requirements as well as complies with agreements between OET and LWIAs. This section also asks for information needed to respond to requests from legislative leaders, local leaders, Education and Workforce Development Cabinet's executive management, and other interested parties. *(As with the state plan submitted to the Department of Labor, local areas should update their contact information if there have been changes to the individuals listed since the last submittal. This process is simply a contact change—not a requirement to modify the local plan.)*

1. List contact information for the designated site representative(s) at each of your comprehensive career center locations. If there is more than one contact, please include.

Location:	Kentucky Career Center Glasgow	
Contact:	1) Rita Pierce	2)
Title:	1) Operations Administrator	2)
Phone:	1) 270-651-2121	2)
E-mail:	1) Ritac.pierce@ky.gov	2)

Location:	Kentucky Career Center Bowling Green	
Contact:	1) Lakeesha Tisdale	2)
Title:	1) Operations Administrator	2)
Phone:	1) 270-746-7425	2)
E-mail:	1) LakeeshaK.Tisdale@ky.gov	2)

Location:		
Contact:	1)	2)
Title:	1)	2)
Phone:	1)	2)
E-mail:	1)	2)

Location:		
Contact:	1)	2)
Title:	1)	2)
Phone:	1)	2)
E-mail:	1)	2)

2. List the contact information for the person responsible for the WIB's rapid response activities.

Contact:	1) Jill Lewis	2)
Title:	1) Rapid Response Coordinator	2)
Phone:	1) 270-781-2381	2)
E-mail:	1) Jlewis@bradd.org	2)
Reports to:	Rodney Kirtley, Executive Director of BRADD	

3. List the contact information for the person responsible for the WIB's business services activities.

Contact:	1) Vickie Wade	2)
Title:	1) OET Regional Manager	2)
Phone:	1) 270-651-2121	2)
E-mail:	1) Vickie.wade@ky.gov	2)
Reports to:		

4. List contact information for the local person responsible for Americans with Disabilities Act (ADA) for all partner programs in your area.

Contact:	1) Melissa Wheeler-Bowling Green	2)
Title:	1) Branch Manager, OVR	2)
Phone:	1) 270-746-7489	2)
E-mail:	1) MelissaU.Wheeler@ky.gov	2)
Reports to:		

Law Reference: 29 CFR 37.25 – Responsibility of Equal Opportunity Officer
Law Reference: 29 CFR 37.23 – Designation of Equal Opportunity Officer

5. List contact information for the local person responsible for Equal Opportunity and completing the Discrimination Complaint Log. *(Section 188 of the WIA or 29 CFR Part 37)*

Contact:	1) Misti England –Ky Career Center Glasgow	2) Lakeesha Tisdale KY Career Center Bowling Green
Title:	1) WFD Specialist II	2) Operations Administrator
Phone:	1) 270-651-2121	2) 270-746-7425
E-mail:	1) Misti.england@ky.gov	2) Lakeeshak.tisdale@ky.gov
Reports to:	Rita Pierce	Vickie Wade

6. List contact information for the person responsible for English as a Second Language (ESL) for all partner programs in the local area.

Contact:	1) Carl Dillard Glasgow	2) Mary Ford – Bowling Green
Title:	1) Coordinator	2) Center Director
Phone:	1) 270-629-2061	2) 270-901-1017
E-mail:	1) Carl.dillard@kctcs.edu	2) Mary.ford@kctcs.edu
Reports to:	Billy Crabtree	Billy Crabtree

7. List contact information for the person responsible for local customer relations such as recording/reporting incidents and non-discrimination complaints. (i.e. customer is injured in one-stop career center; customer complaints about non-professional service, etc.)

Contact:	1) Rita Pierce Ky Career Center Glasgow	2) Lakeesha Tisdale Ky Career Center Bowling Green
Title:	1) Operations Administrator	2) Operations Administrator
Phone:	1) 270-651-2121	2) 270-746-7425
E-mail:	1) Ritac.pierce@ky.gov	2) Lakeeshak.tisdale@ky.gov
Reports to:	Vickie Wade	Vickie Wade

List the programs for which this individual is responsible for providing customer relations.

UI, Job Seekers Services, Trade and Rapid Response, Veterans, Focus Talent, Focus Career, Employer Services

8. If the individual listed above is NOT the person responsible for customer relations for any of the core partner programs, list the contact information for the person responsible for customer relations for each of the other programs.

Program(s)	WIA-Ky Career Center BG
Contact:	Connie Kington
Title:	Intake Specialist
Phone:	270-746-7425
E-mail:	ckington@bradd.org
Reports to:	Rodney Kirtley

Program(s)	WIA-Ky Career Center Glasgow
Contact:	Peggy Tuck-Edwards
Title:	Intake Specialist
Phone:	270-651-2121
E-mail:	peggy@bradd.org
Reports to:	Rodney Kirtley

9. Does the local area have in place an agreed upon WIA Discrimination complaint process per 29 CFR Part 37.76-77?

   ☒ Yes ☐ No

   If no, is there a plan in process to develop a discrimination complaint procedure?

   ☐ Yes ☐ No

10. List contact information for the person responsible for local data in the Kentucky Career Center facilities.

Contact:	Rita Pierce –Kentucky Career Center Glasgow
Title:	Operations Administrator
Phone:	270-651-2121
E-mail:	Ritac.pierce@ky.gov
Reports to:	Vickie Wade

Contact:	Lakeesha Tisdale –Kentucky Career Center Bowling Green
Title:	Operations Administrator
Phone:	270-746-7425
E-mail:	LakeeshaK.Tisdale@ky.gov
Reports to:	Vickie Wade

11. Complete Attachment D – *Workforce Investment Area Sub-Grantee List* and provide a current listing for each of the LWIA Sub-Grantee names, services provided, funding source, city and state of Sub-Grantee, and whether the Sub-Grantee/Provider is located in a Kentucky Career Center.

12. Complete Attachment B – *Workforce Investment Board/Council Membership List* and provide current contact information for the members of the local workforce investment board, including any vacancies, and the organizations that are represented on the board. Indicate whether the business representatives come from "targeted high-growth/high wage" industries, and/or provide demand driven occupations.

13. Briefly describe the LWIB's policy and timetable for filling vacancies, replacing/reappointing individuals whose terms have come to an end. Include in your description any plans to fill the terms that will be expiring as of June 30, 2014.

Membership appointments and reappointments shall be the responsibility of the authorized locally elected officials or their designees in accordance with the provisions of the Act. Each year in April and early May, membership requests are sent to the Judge Executives, Mayors, Chambers, and to the mandated partner agencies that have or will have a vacancy membership on the BRWIB. They are given a two to three week time period to submit a qualified person to fill their county or agency's vacancy. Once the requests are returned, the nominations are submitted to the Barren River Local Official Organization for approval in June. Once approved, a new Barren River Workforce Investment Board Membership list is sent to Frankfort for the Governor's approval. New board members begin terms starting the first of July for staggered terms.

According to DOL Training and Employment Guidance Letter (TEGL) 10-09 program operators/service providers are required to provide Veterans Priority of Service in 20 DOL-funded programs. These programs include WIA Adult and Dislocated Worker formula funded programs, Wagner-Peyser Employment services, Trade Act Programs, National Emergency Grants, Senior Community Service Employment Programs (SCSEP), Migrant/Seasonal Farmworker Programs, H-1B Technical Skills Training Grants, Job Corps, WIA Demonstration Projects, Youth Opportunity Grants, pilots, and Research and Development.

Final rules (dated December 19, 2008) for Veterans Priority of Service as it relates to DOL programs.

Veterans' Program Letter (VPL) 07-09 (dated November 10, 2009) implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in Whole or in Part by the U.S. DOL.

Considering the Public Law cited here, answer the following questions pertaining to your local process and procedures that ensure that Veterans receive priority of service.

14. What is the process you use to identify Veterans coming into your Kentucky Career Center?

A prominent sign is posted at the reception desk requesting all veterans to self-identify upon entry. Additionally, at time of registration, all customers are queried as to whether or not they are a veteran. Additionally, our virtual billboard contains several slides outlining services available to veterans, as well as prompting them to identify themselves as veterans to Career Center staff. In addition to Veteran staff working closely with Wagner-Peyser staff and other partners in identifying Veterans, each customer is asked at time of registration for services if they are a veteran. If a customer is identified at the time of sign in, they are provided a letter identifying and explaining the services available.

15. What is the process you use to assess the needs of Veterans seeking service in your Kentucky Career Center and how do you identify Veterans with a barrier to employment?

A comprehensive interview and assessment of education and work experience is completed with each veteran seen by Wagner-Peyser or other staff. Discussions include desires, goals, and ambitions in order for the veteran to become a productive member of society again. During the interview, all possibilities of potential barriers are discussed, including, but not limited to education, work experience, transportation, criminal background, housing, subsistence physical and/or mental limitations, need for medical care and what brought them to the point they are currently at. Barriers are discussed individually and a course of action to overcome the barrier(s) is developed jointly between the veteran and local veterans' staff. Follow-up interviews are conducted to measure the state of progress. The Veteran will be made aware of their entitlement to priority of services, the full array of programs and services available to them and the eligibility requirements for those programs and /or services

16. What is your process for referral to appropriate program staff, or in the case of a Veteran with an employment barrier, to the local Veterans Employment Representative?

Dedicated Career Center staff will be the initial contact at the Career Center for veterans seeking employment. If any barriers are identified or there is a need for intensive services, the customer is referred to the appropriate partnering agency. Each customer is again asked at the point of WIA services being offered if they are a Veteran. In the instance that they are a veteran, Intake Specialist will ensure appropriate Veteran staff is aware of the customer's needs and services they are requesting.

17. What is your process to ensure veterans receive priority of service when performing job referrals, enrolling in training and enrolling in training if waiting lists exist?

Veterans are immediately directed to the appropriate Career Center staff. To ensure priority for job referrals each new job order receives a "veteran matching" procedure prior to the order being made available to the general public to next day. Veterans also have the option of being placed on an email list to be informed of job openings as they become available. The WIB utilizes a "priority points system" which assigns points based on specific criteria and awarded the highest number of points to the veteran category. If the veteran is qualified for the training, the veteran will be enrolled prior to any non-veteran. If a waiting list exists, qualified veterans will be placed at the top of the list, before non-veterans, in the order they were qualified.

Signature Page

Program Years 2013 – 2014
(January 1, 2014 – June 30, 2015)

Workforce Investment Area Name: Barren River LWIA

Workforce Investment Board Name: Barren River WIB

Name and Contact Information for the WIB:

Name and Title: Wayne Goodrum
Address: 951 Fairview Ave
Address:
City, State, Zip: Bowling Green, KY 42102
Phone: 270-842-5214 ext 2227
Fax:
Email: wgoodrum@wrecc.com

Name and Contact Information for the Local Elected Official(s):

Name and Title: Mayor Randall Curry
Address: 203 McFerran Street
Address:
City, State, Zip: Horse Cave, KY 42749
Phone: 270-786-4040
Fax:
Email: Horsecavemayor2011@yahoo.com

We the undersigned, attest that this submittal is the Program Years 2013-2014 (January 1, 2014 – June 30, 2015) Local Plan for our WIB/WIA and hereby certify that this Local Plan has been prepared as required, and is in accordance with all applicable state and federal laws, rules, and regulations.

For the Workforce Investment Board		For the Local Elected Officials	
Name:	**Wayne Goodrum**	**Name:**	Mayor Randall Curry
Title:	**WIB Chairperson**	**Title:**	BRLOO CEO
Signature:	J W Goodrum	**Signature:**	Randall Curry
Date:	11-25-13	**Date:**	11-25-13

Signature Page

Program Years 2013 – 2014
(January 1, 2014 – June 30, 2015)

Workforce Investment Area Name: Barren River LWIA

Workforce Investment Board Name: Barren River WIB

Name and Contact Information for the WIB:

Name and Title: Wayne Goodrum
Address: 951 Fairview Ave
Address:
City, State, Zip: Bowling Green, KY 42102
Phone: 270-842-5214 ext 2227
Fax:
Email: wgoodrum@wrecc.com

Name and Contact Information for the Local Elected Official(s):

Name and Title: Mayor Randall Curry
Address: 203 McFerran Street
Address:
City, State, Zip: Horse Cave, KY 42749
Phone: 270-786-4040
Fax:
Email: Horsecavemayor2011@yahoo.com

We the undersigned, attest that this submittal is the Program Years 2013-2014 (January 1, 2014 – June 30, 2015) Local Plan for our WIB/WIA and hereby certify that this Local Plan has been prepared as required, and is in accordance with all applicable state and federal laws, rules, and regulations.

For the Workforce Investment Board		For the Local Elected Officials	
Name:	**Wayne Goodrum**	**Name:**	**Mayor Randall Curry**
Title:	**WIB Chairperson**	**Title:**	**BRLOO CEO**
Signature:		**Signature:**	
Date:		**Date:**	

Certifications and Assurances

By signing and submitting this plan, the local workforce investment board is certifying on behalf of itself and the grant recipient, where applicable:

A. That this *Program Year 2013-2014 Local Plan for the local Workforce Investment System* was prepared and is in accordance with all applicable titles of the Workforce Investment Act of 1998 (WIA), Title V of the Older Americans Act, applicable Kentucky state statutes and that it is consistent with the PY 2012-2017 Kentucky State Plan;

B. that members of the local board and the public including representatives of business and labor organizations have been allowed at least a thirty day period for comment and that any comments representing disagreement with the plan are included with the local plan forwarded to the Office of Employment and Training (as the Governor's representative) by the local board and that available copies of a proposed local plan are made available to the public; (WIA, Section §118 (c))

C. that the public (including individuals with disabilities) have access to all of the workforce investment board's and its components' meetings and information regarding the board's and its components' activities;

D. that fiscal control and fund accounting procedures necessary to ensure the proper disbursement of, and accounting for, funds paid through the allotments funded through the master agreement issued by the Office of Employment and Training have been established;

E. that veterans will be afforded employment and training activities authorized in WIA, Section §134, and the activities authorized in Chapters 41 and 42 of Title 38 US code, and in compliance with the veterans' priority established in the Jobs for Veterans Act. (38 USC 4215.), U.S. Department of Labor, Training and Employment Guidance Letter 5-03;

F. that it is, and will maintain a certifiable local Workforce Investment Board (WIB);

G. that it will comply with the confidentiality requirements of WIA, Section §136 (f)(3);

H. that the master agreement and all assurances will be followed;

I. that it will ensure that no funds covered under the master agreement are used to assist, promote, or deter union organizing;

J. that collection and maintenance of data necessary to show compliance with the nondiscrimination provisions of WIA, Section §188, as provided in the regulations implementing that section, will be completed;

K. that this plan was developed in consultation with local elected officials, the local business community, labor organizations and appropriate other agencies;

L. that it acknowledges the specific performance standards for each of its programs and will strive to meet them;

M. that there will be compliance with the Architectural Barriers Act of 1968, Sections §503 and §504 of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act of 1990;

N. that WIB members will not act in a manner that would create a conflict of interest as identified in Regulations 20 CFR, Section §667.200(a)(4), including voting on any matter regarding the provision of service by that member or the entity that s/he represents and any matter that would provide a financial benefit to that member or to his or her immediate family;

O. that Memoranda of Understanding that is endorsed and signed by the current WIB Chair and current One-Stop Career Center partner representatives and Cost Allocation Plans are in place and available upon request for each One-Stop Career Center within the WIB's local workforce service area;

P. that insurance coverage be provided for injuries suffered by participants in work-related activities as required under Regulations 20 CFR, Section §667.274.

ASSURANCES

As a condition to the award of financial assistance from the Department of Labor under Title I of the Workforce Investment Act of 1998 (WIA), the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

- *WIA, Section §188, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I financially assisted program or activity;*
- *Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color, and national origin;*
- *Section §504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;*
- *The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and*
- *Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs;*
- *The Americans with Disabilities Act of 1990 (42 USC 12101), as amended, which*

prohibits discrimination on the basis of physical sensory, or mental disability or impairment, and the ADA Amendments Act of 2008 effective January 1, 2009;

- *Each grant applicant and each training provider seeking eligibility must also ensure that they will provide programmatic and architectural accessibility for individuals with disabilities.*

The grant applicant also assures that it will comply with Regulations 29 CFR, Part 37 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIA Title I-financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIA Title I-financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.

ATTACHMENT A

Performance

Workforce Investment Act and Wagner Peyser

	PY 2013
Adult Measures	
Entered Employment Rate	75%
Employment Retention Rate	88%
Avg. Six Month Earnings	$12,000
Dislocated Worker	
Entered Employment Rate	79%
Employment Retention Rate	91.3%
Avg. Six Month Earnings	$14,250
Youth	
Placement in Employment or Education	60%
Attainment of a Degree or Certificate	60%
Literacy and Numeracy Gains	60%

Wagner-Peyser	PY 2013
Entered Employment Rate	55
Employment Retention Rate	79
Avg. Six Month Earnings	$13,000

Local Area: Barren River LWIA

✓ ATTACHMENT B

Workforce Investment Board/Council Membership List

Program Year 2013

WIB: Barren River LWIA

LWIA: Barren River

Date Submitted:

Indicate any vacant positions or other constituency represented as well.
(To add a row, highlight entire row, copy and paste. To delete a row, highlight entire row, and cut)

Name/Address/Email Phone/Fax	Organization	Position	Business/Industry Represented (Private Sector Only)	Business Representation From Targeted Industry/ Occupation? (Yes/No)	Term Start and Term End
A. PRIVATE SECTOR					
Gretchen Bandy 687 Industrial Drive Edmonton KY 42101-9014 gbandy@sewsus.com 270/432-3218 EXT. 8478	Sumitomo Electric Wiring	HR Manager	Manufacturing	Yes	7/1/2013 – 6/30/2016
Gary Dillard 679 Minnie Way Bowling Green KY 42101	Gary Dillard Consulting Service	President	Services	Yes	7/1/2013 - 6/30/2016

gkdillard@twc.com 270/781-1844					
Lori Edmunds 100 Sanders Drive Park City KY 42142 l-edmunds@e-yami.com 270/749-3000 Ext. 100	Yahagi America Molding, Inc	Human Resources	Manufacturing	Yes	7/1/2011 - 6/30/2014
Elizabeth Gettings 683 East 3rd Street Russellville KY 42276 Elizabeth.gettings@creekwoodplace.com 270/726-9049 Fax 270/726-8706	Creekwood Place Nursing Home	Administrator	Healthcare	Yes	7/1/2012 - 6/30/2015
Wayne Goodrum 961 Fairview Avenue Bowling Green KY 42101 wgoodrum@wrecc.com 270/842-5214 Ext. 2227	Warren Rural Electric Cooperative Corp.	Manager of Business Development	Services	Yes	7/1/2012 - 6/30/2015
Gregory Head 525 Central Court Bowling Green KY 42102 ghrgh@kobeal.com 270/842-6492	KOBE Aluminum	Director of Operations	Manufacturing	Yes	7/1/2012 – 6/30/2015
Gray Hogan PO Box 719 Cave City KY 42127 dochoganwrg@yahoo.com 270/746-7033 Ext. 245	Amber Resources, LLC	Owner	Retail	No	7/1/2011 – 6/30/2014
Rickie Huntsman 1595 Veterans Memorial PKY Scottsville KY 42164 rhuntsman@fnbankky.com	Farmers National Bank	Ex. VP Chief Operations Officer	Services	Yes	7/1/2011 – 6/30/2014

270/237-3141 Fax 270/622-0845					
Ricky Jackson 1155 N Main Street Tompkinsville KY 42167 Bigricky1954@gmail.com 270/487-9333	Grandview Market	Owner	Retail	No	7/1/2012 – 6/30/2015
Elroy Larimore PO Box 103 Horse Cave KY 42259 elarimore@scrtc.com 270/786-2436	Green Valley Water District	Member	Services	Yes	7/1/2013 – 6/30/2016
Mark Linkous PO Box 337 Edmonton KY 42129 mark@glassthompson.com 270/432-3491	Glass Thompson Insurance Agency	President	Services	Yes	7/1/2012 – 6/30/2015
Vickie McFall 7599 County House Road Tompkinsville KY 42167 ceo@mcmccares.com 270/487-9231	Monroe Co. Medical Center	CEO	Healthcare	Yes	7/1/2011 – 6/30/2014
Donita Reed 22850 Louisville Road Park City KY 42160 dreed@pmresort.us 270/748-4101	Park Mammoth Resort	Manager	Services	Yes	7/1/2012 – 6/60/2015
Dana Russell 1070 Smiths Grove Road Scottsville KY 42164 dana.russell@jmsmucker.com 270/239-6000	Smuckers	Human Resources	Manufacturing	Yes	7/1/2013 – 6/30/2016

Richie Sanders 901 Dinwiddie Road Franklin KY 42134 Richie.ida@gmail.com 270/237-4062	Sanders Consultant Company	Owner	Services	Yes	7/1/2013 – 6/30/2016
Mark Thiele 70 Industrial Drive North Morgantown KY 42142 mark.thiele@chandra-group.com 270/526-6500	Kentucky Copper, Inc.	General Manager	Manufacturing	Yes	7/1/2013 – 6/30/2016
Amy Walker PO Box 1297 Glasgow KY 42141 awalker@ackky.com 270/678-6200 Ext. 262	ACK Controls	HR Manager	Manufacturing	Yes	7/1/2013 – 6/30/2016
Greg West 755 Veterans Way Morgantown KY 42261 greg.west@cascoproducts.com 270/526-5996	CASCO	Engineer & Personnel Advisor	Manufacturing	Yes	7/1/2012 – 6/30/2015
Randall Curry 203 McFerran Street Horse Cave, KY 42749 270/786-4040	Caveland Trophies	Owner	Services	Yes	7/1/2010-60/30/2014
B. PUBLIC ASSISTANCE AGENCY					
Cheryl Allen PO Box 90014 Bowling Green KY 42102-9014 callen@casoky.org 270/782-3162	Community Action of Southern Kentucky	Executive Director			7/1/2012 - 6/30/2015

C. ORGANIZED LABOR					
Larry Jaggers 676 Comanche Trail Ste. 101 Frankfort KY 40601 ldjaggers@kyaflcio.org 270/774/2265	KY State AFL-CIO	Secretary/Treasurer			7/1/2012 – 6/30/2015
Eldon Renaud 712 Plum Springs Loop Bowling Green KY 42101 eldon0813@gmail.com 27/0782-2164	General Motors	UAW President			7/1/2012 – 6/30/2015
D. VOCATIONAL REHABILITATION					
Melissa Wheeler 995 Fairview Avenue Bowling Green KY MelissaU.Wheeler@ky.gov 270/7467489	Office of Vocational Rehabilitation	Locally Designated Registrar			7/1/2012 – 6/30/2015
E. COMMUNITY-BASED ORGANIZATION					
Melissa Milby PO Box 933 Glasgow KY 42142 Melissa.Milby@ky.gov 270/651-2250	Department for Community Based Services	Ser. Reg. Administrator			7/1/2012 – 6/30/2015
F. ECONOMIC DEVELOPMENT AGENCY					
Maureen Carpenter PO Box 51 Bowling Green KY 42102 maureen@bgchamber.com 270/781-3200	Bowling Green Area Chamber of Commerce	VP, Regional Economic Development and Talen			7/1/2012 – 6/30/2015
Roxann Fry 6045 Russellville Road	Tennessee Valley Authority	Senior Consultant			7/1/2012 – 6/30/2015

Bowling Green KY 42101 RFry@tva.com 270/846-7013					
G. PUBLIC EMPLOYMENT AGENCY					
Vickie Wade Glasgow City Hall 126 E Public Square Glasgow KY 42141 vickie.wade@ky.gov 270/282-3617	Office of Employment & Training	Regional Manager			7/1/2013 - 6/30/2016
H. EDUCATIONAL AGENCY					
Billy Crabtree 129 State Avenue Glasgow KY 42142 Billy.Crabtree@ky.gov 270/901-1024	KY Adult Education	Associate, Program Support			7/1/2013 – 6/30/2016
Beth Laves 2355 Nashville Road Bowling Green KY 42101 beth.laves@wku.edu 270/745-1900	Western Kentucky University	Associate Vice President			7/1/2013 – 6/30/2016
James McCaslin 175 Davis Drive Franklin KY 42134-6222 james.mccaslin@kctcs.edu 270/901-1104	SKYCTC	Associate VP of Academic Affairs			7/1/2013 – 6/30/2016
I. LOCAL ELECTED OFFICIAL (list contact information even if CEO is not a member of the WIB)					
Randall Curry 203 McFerran Street	Mayor of Horse Cave KY/	President of the Barren River Local			7/1/2011 – 6/30/2014

Horse Cave KY 42749 curryrlc98@yahoo.com		Official Organization			
Davie Greer 117 N Public Sq. Ste. 3A Glasgow KY 42142 dgreer@glasgow-ky.com 270/651-3338	Barren County KY	Judge Executive			7/1/2011 – 6/30/2014
N.E. Reed PO Box 353 Brownsville KY 42210 ecfc@mchsi.com 270/597-2819	Edmonson KY	Judge Executive			7/1/2011 – 6/30/2014
J. OTHER CATEGORY					
Vickie Hutcheson PO Box 51146 Bowling Green KY 42102-4446 vphofmtown@bellsouth.net 270/782-2330	KY Farmworkers Program, Inc.	Executive Director			7/1/2011 – 6/30/2014
Mary Jo Sims PO Box 50200 Bowling Green KY 42102 Maryjo_@experienceworks.org 270/843-8127	Experience Works, Inc.	Executive Director			7/1/2011 – 6/30/2014
Beverly Tobin 3115 Ollie Ridge Road Mammoth Cave KY 42259 batobin@fs.fed.us 270/286-1031	Great Onyx Job Corps	CTP Coordinator VP Local 1855			7/1/2011 – 6/30/2014
Nancy Tooley 955 Fairview Avenue Ste. 100 Bowling Green KY 42101 nancy.tooley@ky.gov	KY Department for the Blind	Executive Director			7/1/2013 – 6/30/2016

270/746-7479					
K. YOUTH COUNCIL CHAIRPERSON (list contact information even if YCC is not a member of the WIB)					
Leslie Hudson 955 Fairview Avenue Ste. 100 Bowling Green KY 42101 1esliej.hudson@ky.gov 270/746-7033 Ext. 245	Office of Vocational Rehabilitation	Counselor Youth Council Chair			N/A

ATTACHMENT C

Workforce Investment Board Subcommittee List

Program Year 2013

WIB: Barren River

Date Submitted:

LWIA: Barren River

If applicable, provide a current list of the Board's committees and/or task forces along with a summary of the committee's objectives.
(To add a row, highlight entire row, copy and paste. To delete a row, highlight entire row, and cut)

Name of Committee or Task Force	Objective / Purpose of Committee or Task Force

Executive Committee	Duties of the Executive Committee The Executive Committee acts on behalf of the Board with regard to resources and decision making in the absence of the Board's ability to act. The Executive Committee interacts with the Standing Committees to insure alignment to strategic goals and plans. The Executive committee shall meet frequently enough to ensure completion of the business of the Board. Each program year and as needed thereafter, the Executive Committee will meet to perform the following functions for the Board: a. Nomination of committee appointments. b. Review of meeting attendance as described in Article IV, Section 4.7, and may make recommendations for member replacement to be presented to the full board for approval. Business sectors needing representation may be forwarded to the local CEO's for vacancies resulting from term expiration, resignation, or removal. c. Review of Board by-laws, making recommendations to the Board as appropriate. d. Review of Board administration, making recommendations to the Board as appropriate. e. Appointing replacements for Executive Committee vacancies. An Officer elected to fill a vacancy shall hold office until the next annual meeting at which the election of Officers is the regular order of business and until his/her successor is elected. f. Establishing, as necessary, ad hoc committees of the Board as deemed necessary. g. Ensures systems are in place to identify needs of both employer and job seeker customers of the system. h. Ensures systems are in place to ensure coordination of system wide service provision. i. Recommends overall direction in collaboration with individual WIB members and/or committees; identifies major legislative/policy issues and develops WIB positions, and provides program oversight. j. Negotiates local performance standards with State Department of Labor and with local service providers on behalf of the WIB and in conjunction with the CEO's. k. Reviews performance standards of providers to assure compliance. l. Monitors the work of other committees and addresses issues as they arise.

Youth Council	<u>Youth Council</u> There shall be established, as a subgroup within the local board, a youth council appointed by the WIB, in cooperation with the chief elected officials. Membership of the Youth Council shall be in accordance with Section 117(h) (2) of the Workforce Investment Act. Members of the Youth Council who are not members of the local workforce investment board shall be voting members of the youth council and non-voting members of the board. The duties of the Youth Council include: a. The Council shall develop the priorities of the local Workforce Investment Area Five-Year Plan relating to eligible youth, as determined by the Chairperson. b. The Council shall recommend eligible providers of youth activities for aware of grants or contracts on a competitive basis by the WIB, to carry out youth activities, as prescribed in 29 U.S.C. § 2843. c. The Council shall conduct oversight with respect to the eligible providers of youth activities in the local Workforce Investment Area, subject to approval of the WIB, in accordance with 29 U.S.C. § 2843. d. The Council shall coordinate youth activities in the local Workforce Investment Area authorized for funding, in accordance with 29 U.S.C. § 2854. e. The Council shall perform other duties determined to be appropriate by the Chairperson of the WIB.
Funding and Accountability Committee	<u>Funding and Accountability Committee</u> a. Responsibility for oversight of Workforce Investment Act programs and expenditures. b. Review and recommend the Workforce Investment Act (WIA) funding and budget, expenditure reports, and performance reports. c. Ensure compliance with local/regional performance standards that have been negotiated

	with State. d. Review and determine the number of customers that may be allocated funds for occupational training annually based.
Business and Industry Committee	<u>Business and Industry Committee</u> a. Initiate and coordinate all business related activities of the WIB, including but not limited to grant activity, training programs, occupational demand activities, skills acquisition programs and coordination with other regional economic development activities. b. Recommend new business initiatives to the Board. c. Assure WIB representation in all major business and industry initiatives that will require activity or resources from the Barren River WIB. d. Conduct business and industry surveys to identify emerging policy issues and program needs related to the workforce. e. Define business service training from the business perspective f. Identify program service gaps or interagency deficiencies and recommend programs or initiatives that will enhance customer and activities or respond to the developing workforce needs of the business customer. g. Shall ensure that programs are demand driven and are established and implemented according to the quality standards adopted by the Board.
One Stop Committee	<u>One Stop Committee</u> a. Ensures that the interests of job seekers and employers are equally represented in the One-Stop system. b. Ensures that the One-Stop system provides comprehensive services in a seamless, integrated, effective and efficient manner. c. Ensures that knowledgeable, skilled One-Stop system staff delivers high quality services, resulting in high levels of customer satisfaction.

	d. Ensures that the One-Stop system meets or exceeds performance standards for placement, retention, earnings and job seeker and employer customer satisfaction. e. Serves as the One-Stop Career Center Certification Team, which ensures the continuing implementation of One-Stop system activities. f. Identifies and monitors the flow of One-Stop services and implements team management of the One-Stop system. g. Guides and directs One-Stop operations to enhance the quality of customer services and insures continuous improvement of the One-Stop system. h. Defines and approves One-Stop protocols and criteria. i. Convenes task forces, focus groups and conducts telephone surveys to determine incentives and obstacles for businesses to use the One-Stop Center's services. j. Reviews, evaluates and makes recommendations on the current marketing materials being used by the One-Stop Center and the WIB.

ATTACHMENT D

Workforce Investment Area Sub-Grantee List

Program Year 2013

None per narrative response Section #11 PD.

WIB: Barren River

Date Submitted:

LWIA: Barren River

(To add a row, highlight entire row, copy and paste. To delete a row, highlight entire row, and cut)

Name of Sub-Grantee	Services Provided	Funding Source	Provider Location

ATTACHMENT E

Workforce Investment Area Business Services Team

Program Year 2013

WIB: Barren River

Date Submitted:

LWIA: Barren River

(To add a row, highlight entire row, copy and paste. To delete a row, highlight entire row, and cut)

Name of Team Member	Agency/Organization	Location	Team Role
Bright, Ann	OET	Bowling Green Career Center	Transportation Team Member
Burke, Lewis Dr.	South Central Kentucky Community And Technical College	Bowling Green	Manufacturing Lead
Carpenter, Maureen	Bowling Green Chamber of Commerce	Bowling Green	Manufacturing Team Member
Crabtree, Billy	Ky Adult Education	Regional	Education Team Member
Gumm, Kim	DCBS	Bowling Green	Health Care/Medical Team Member
Harned, Tom	Economic Development	Logan County	Manufacturing Team Member

Kington, Connie	Barren River WIA	Bowling Green	Healthcare/ Medical Lead
Knight, Misty	Office for the Blind	Bowling Green	Services Team Member
Lewis, Jill	Barren River WIA	Bowling Green	Manufacturing Team Member
McCaslin, James Dr.	South Central Kentucky Community And Technical College	Bowling Green	Education Lead
McGlothlin, Donald	Veterans Representative- OET	Regional	Health Care/Medical Team Member
McKinney, Mike	South Central Kentucky Community And Technical College	Bowling Green	Manufacturing Team Member
Mudd, Tonya	Barren River WIA	Bowling Green	Services Team Member
Pierce, Rita	Glasgow Career Center- OET	Glasgow	Services Team Lead
Sanders, Richie	Economic Development	Allen County	Transportation Lead
Tisdale, Lakeesha	Bowling Green Career Center- OET	Bowling Green	Manufacturing Team Member
Wade, Vickie	Regional Manager, OET	Regional	Business Services Team Coordinator
Wheeler, Melissa	OVR	Bowling Green	Education Team Member
Woolbright, Regina	Regional TRADE Facilitator	Regional	Transportation Team Member
Wooten, Ricky	OVR	Glasgow	Health Care/medical Team Member

Name of Sub-Grantee	Services Provided	Funding Source	Provider Location
We currently have no contracts			

MINUTES
BARREN RIVER WORKFORCE INVESTMENT BOARD
Executive Committee Meeting
BRADD Office Room 16
Tuesday, July 9, 2013
11:00 a.m.

Members Present: Wayne Goodrum-Chair, N.E. Reed- Secretary, Maureen Carpenter- Treasurer, Rickie Huntsman- Vice Chair and Amy Walker- Vice Chair Elect (By phone)

WIB Member: Missy Wheeler

Staff Present: Manon Pardue- Interim Workforce Associate Director, Rodney Kirtley- BRADD Executive Director, Sharon Woods- WIA Chief Finance Officer and Pam Goodbar- Records Coordinator

The Executive Committee met on Tuesday, July 9, 2013 at the BRADD Office, Room 16 in Bowling Green, Kentucky.

Chairman, Wayne Goodrum opened the meeting thanking everyone for attending.

Financial Update
Sharon Woods gave an overview of the Program Year 2013 Projected Budget and the LWIA Financial Report Summary with handouts.

Ms. Woods and Interim Director Pardue wrote a National Emergency Grant (NEG) with some innovative services. Although the grant was not fully granted, Barren River will be receiving approximately $120,000.

After some discussion concerning customized training, Manon and Sharon will provide a definition of customized training which is included in the NEG.

Barren River was awarded the National Association of Development Organizations Innovation (NADO) Award. The award will be presented at the NADO Conference in San Francisco in August. The WIA staff will ensure press releases and pictures are provided to the media.

Sharon presented 2 training provider applications for review. After some discussion, Rickie Huntsman made a motion not to fund the Harmony Therapeutic Yoga program. The program will be placed on the State Training Provider's list. Maureen Carpenter seconded and the motion carried.

Rickie Huntsman made a motion to approve the Heavy Equipment Operations program from the Great Lakes Truck Driving School, Inc. in Ohio. N.E. Reed seconded and the motion carried.

Committee Chairs
Chair Goodrum made a motion that Greg Head serve as chair of the One Stop Committee. Maureen Carpenter seconded and the motion carried. The committee reviewed the list of current and new board members. They would like to restructure the One Stop and Finance committees. Manon will review the current responsibility of the Business & Industry Committee to determine if the newly created Business Services Team serves this function. To insure operational effectiveness responsibilities will be provided to members at the board orientation and signatures requested. Chair Goodrum ask the committee to further review the list and give input on member placement for the committees. Ms. Pardue will speak to other ADD Directors to receive information on how their committees are structured.

Executive Committee and Board Meetings
After some discussion, the committee decided to conduct an executive committee meeting two weeks prior to full board meetings. The Executive Committee will meet the 2nd Tuesday of the month and the full board will meet on the 4th Tuesday. Both meetings will be conducted in the same month every other month beginning in September. The Executive Committee meetings will begin at 9:00 a.m. The full board meetings will begin at 8:30 a.m. All meetings will be held at the BRADD Office. BRADD staff will provide the dates for the meetings and distribute the information to the board members upon Chair Goodrum's approval. Mr. Goodrum indicated that at the next Ex. Committee meeting, we will have a conference call with Darryl McGaha with the Lake Cumberland ADD to inquire on how his board operates.

Orientation Agenda
Ms. Pardue presented a draft agenda and a power point sample that may be revised and used for the new board member orientation for the committee to review. Mr. Goodrum asks that BRADD staff work on the agenda and date for the orientation.

Partners Meeting
A Partners meeting will be held on August 15, 2013. Vocational Rehabilitation will be the host for the meeting. Commissioner Beth Brinly is expected to attend. Wayne will share his expectations of the partners regarding their reports to the WIB.

2013-2014 Target Sectors
Based on data provided by the WIA staff, Amy Walker made a motion to keep the target sectors (manufacturing, Medical/Healthcare, Service Sector, Transportation and Education) the same as last year. Rickie Huntsman seconded and the motion carried.

High Performing WIB
N.E. Reed made a motion to approve a letter of intent to be sent to Frankfort regarding the High Performing WIB application. Maureen Carpenter seconded and the motion carried.

Benchmarking Reports
Ms. Pardue and some staff made a trip to Northern Kentucky to observe how the management of their ADD was run.

Ms. Pardue informed the committee that the Business Services Team will have a meeting on Thursday, July 11th at the BRADD Office.

Professional Development/Board & Staff
Ms. Pardue indicated that the WIA staff and board members would want to provide support in the form of attendance and volunteers at the Southeastern Employment & Training (SETA) in Lexington. The committee requested that Manon provide a recommendation on cost associated for Ex. Committee and committee chairs to attend. Manon also discussed a staff retreat which will institute training for the staff on time management, case management notes and business writing. Sharon will provide a cost associated with the staff retreat and board SETA attendance and forwarded to the committee.
Maureen Carpenter indicated the annual Bowling Green Chamber Business & Industry dinner will be October 2nd.

With no other business to discuss, the meeting was adjourned.

Approved____________________________________

Date______________________________________

"Attachment A" Section A #8 Response

PY 2013 BRADD Performance Justification Specifics

Overall, KY's unemployment rate is rising with July being 8.5%. The BRLWIA's is showing an increase in unemployment rate and unemployed customers.

KYLMI's preliminary unemployment rate for BRADD in July 2013 is 7.88% average with 10,574 unemployed customers. Two of the counties are at 9.1% with the lowest being Simpson at 6.8%. For June 2013, four of the 10 counties were at or above 9.5% with the lowest being Simpson at 7.5%; three counties above 8% and the two remain at 7.8 & 7.9%

The chart below is for Jan – June 2013:

year	month	unemployed	%
2013	June	11,840	8.3
2013	May	10,694	7.6
2013	April	9,973	7.1
2013	March	11,384	8.2
2013	February	10,996	8
2013	January	11,274	8.2

The average unemployment rate and unemployed customers for the 1st six months of 2013 respectively is 7.9% and 11,027 customers. The 5 year average from 2008 – 2012 is 9% with 12,385 unemployed customers. The average unemployment rate for 2012 is 7.6% with 10,574 unemployed customers

From 2012 to current we have approximately 500 customers laid off from our Rapid Response List. There are at least 2 more large companies that will have dislocated workers but HR is being evasive about the exact numbers. It is believed the count will be close to 600. For 2012, Think Kentucky listed an additional 119 for 3 companies that were not on our listing. Think Kentucky for 2013 YTD would not populate on my computer. This brings our total to 1,219 customers laid off for 2012 – 13.

Think Kentucky's report for January to July 2013 indicated a total of new jobs 184 for the year of 2013 for new and expanding industries.

The BRADD outlook for 2008-18 was expected to have a projected employment growth of 6.8%. The report noted that the projected annual growth openings would be 1,148 and total annual openings 4,040.

Due to the unemployment rate increasing, this is affecting our rates for entered, retention and average earnings. We are seeing a significant drop in wages between 4 Q 12 and 2 Q 13. For our Adult 2nd & 3rd Q average earnings, the decrease was $18,783.33. The DW decrease was not as significant. The decrease appears to be across all our 5 determined training sectors: Manufacturing, Health, Service, Education and Transportation/distribution/logistics. Most employers are utilizing temp-to-hire agencies for staffing purposes due to the economic uncertainty which results in part time employment &/or lower wages.

The counter is based on current data applicable for each measure.

PY 2013 Performance Measures		
	State Proposal	Counter
Adult		
Entered Employment Rate	75%	68%
Employment Retention Rate	88%	55%
Average Earnings	$12,000	$10,381
Dislocated Worker		
Entered Employment Rate	79%	75%
Employment Retention Rate	91.30%	70%
Average Earnings	$14,250	$10,373

It is obvious that the wages are extremely lower for both Adult and DW. As noted in the justification there was not as much of a drop between the 2 & 3 Q for DW as there was Adults. As indicated in the chart above, the average wage for both remained relatively close. Also, the chart shows a drop in retention with entered slightly lower.

The bottom line is our unemployment rate exceeds the projected employment growth rate.

September 23, 2013

I have read the Barren River Local Area Trade Regional Plan Guide and am in agreement with guidelines set forth therein.

Jill Lewis 12/3/13
Jill Lewis, Barren River WIA Date

Jamie Britt 12/3/13
Jamie Britt, OET Date

Tonya Mudd 12-3-13
Tonya Mudd, Barren River WIA Date

Andrew 12-3-2013
AJ Tutkow, OET Date

Regina Woolbright 12-3-13
Regina Woolbright, OET Trade Facilitator Date

Rita Pierce 12/3/13
Rita Pierce, OET Glasgow Manager Date

Lakeesha Tisdale 12-3-13
Lakeesha Tisdale, OET Bowling Green Manager Date

Vicki Wade 12/2/13
Vicki Wade, OET Regional Manager Date

Amy Walker 12/3/13
Amy Walker, Barren River WIA Director Date

BARREN RIVER REGIONAL PLAN:

INTEGRATED TRADE SERVICES

Updated December 2013

BARREN RIVER WORKFORCE INVESTMENT AREA

OET – Office of Employment & Training Staff

BRWIA – Barren River Workforce Investment Area Staff

EKOS – Employ Kentucky Operating System

Barren River WIA Local Plan For TAA Services

Service	TRADE PETITION
	1. Employer Trade petition may be filed by several different individuals/groups – including a One-Stop Partner; 2. OET or BRWIA staff may assist the employer and/or employees in completing a petition if they chose to submit one; 3. Website location for petition is listed in TAA Handbook 4. BRWIA and OET will encourage companies to file a Trade petition if appropriate. 5. BRWIA will make initial contact with company. A meeting will be arranged with the company personnel, BRWIA and OET Trade staff.
Service	**RAPID RESPONSE**
	1. BRWIA Rapid Response Coordinator is responsible for arranging initial RR employer meeting; 2. Follow local area RR plan in coordinating services with all One-Stop partners and community agencies; 3. BRWIA is responsible for entering RR data in EKOS; 4. All communications related to RR activities should be copied to Rapid Response Coordinator. 5. OET is responsible for entering comments/activities in EKOS.

Service	INITIAL ASSESSMENT
	1. Initial assessment of the client may include a review of existing skills, knowledge, credentials, etc. 2. OET is responsible for entering initial assessment data in EKOS; 3. If the client was previously determined eligible for Dislocated Worker services, then the BRWIA will have already entered initial assessment data in EKOS. If so, then OET will update the information, as needed. 4. Based on the results of the initial assessment, OET will <u>provide</u> or <u>make referrals</u> to additional services which the client may be eligible.
Service	**LABOR MARKET INFORMATION (LMI)**
	1. All core service clients should be provided regional labor market information to assist them in beginning their job search; 2. OET is responsible for providing the LMI data to the client 3. LMI data may be provided from an array of sources including, but not limited to, the following: • Local WIB High Demand Listing • Local and National Job Order Listings • Local Newspapers • Identified Online Resources
Service	**OUTREACH** 1. Outreach activities shall be provided to potential trade-eligible clients; 2. OET is responsible for providing activities to the client; 3. The initial outreach activity will be the development and distribution of the *Letter of Potential Services* to all impacted workers from the dislocation event; 4. OET will enter information about the outreach services provided in each client's EKOS file.

	5. OET shall coordinate with BRWIA to schedule a TAA Orientation session to provide information about available Dislocated Worker services <u>and</u> potential TAA services. **6.** OET will send out a Press Release.
Service	**ORIENTATION**
	1. The TAA Orientation session is a joint effort of OET and BRWIA and includes the completion of all required eligibility paperwork; 2. Staff from each One-Stop must coordinate with the LARRT to provide a professional presentation of information; 3. Individuals providing information at the TAA Orientation session must be knowledgeable of the services being reviewed. 4. The TAA Customer Handbook should be distributed to affected workers during the TAA Orientation. (OET will request copies by contacting taa.coordinator@ky.gov at least one week prior to the orientation event).
Service	**ELIGIBILITY DETERMINATION**
	1. OET will assist the client in the completion of the following forms: • TAA-855 2. OET will send the Letter of TAA Eligibility after orientation 3. BRWIA will assist the client in the completion of the following forms: • WIA-20 (optional) • TAA-858(optional)

Service	**EMPLOYMENT CASE MANAGEMENT**
	1. All Trade clients must be offered case management services by OET to assist in their reemployment efforts; 2. OET will offer a Case Management service in EKOS on all Trade clients and provide case management services to each client; 3. BRWIA will also offer a separate Case Management service in EKOS on all Trade clients and provide case management services to each client; 4. Employment Case Management services may consist of the: • Individual Employment Plan (IEP) development; • Workshops, job clubs, resume assistance, etc;
Service	**COMPREHENSIVE ASSESSMENT/IEP**
	1. Specific information related to the client's work history, job skills, work characteristics, training needs, etc. shall be documented in the Comp Assessment Tab of EKOS; 2. OET and BRWIA must coordinate service delivery efforts to minimize confusion to the client; 3. Information must be documented in the Comp Assessment Tab in EKOS and updated on an ongoing basis by involved staff; 4. Data entered into the Comp Assessment Tab is populated to the IEP Custom Tab to create a printable Individual Employment Plan (IEP) for the client; 5. OET and BRWIA staff must provide an initial copy of an updated IEP to the client and a subsequent copy as information/data is modified throughout the client's search for employment.

Service	WAIVER
	1. In the event the Trade client has not secured employment or been enrolled into an approved training program, OET should issue a waiver prior to 26 weeks of separation or certification. 2. OET will attach Waiver in Service module of EKOS and insert related dates; 3. OET will continue to review Waiver eligibility until such time as the client becomes employed, training enrollment notification is received from BRWIA **or** the issuance reasoning is no longer valid. At such times, the waiver shall be revoked.
Service	**OUT-OF-AREA JOB SEARCH ASSISTANCE**
	1. Trade clients may be eligible for out-of-area job search assistance; 2. An initial request from a Trade client may be presented to either OET or BRWIA as follows: • Not in Training - OET will complete the necessary form. • Enrolled in Training (or completed training) – BRWIA will complete the necessary form and submit to designated BRWIA staff for review and pre-approval prior to any activity occurring; 3. Once pre-approval is determined, BRWIA will notify OET Regional Manager and Trade Coordinator via e-mail to process final approval. OET will notify BRWIA staff within three to seven business days of the approval. BRWIA staff will notify client. 4. Receipts for reimbursement must be presented to the originating staff (OET/BRWIA) as described within the TAA Handbook; 5. Originating staff is responsible for entering service in EKOS and attaching related funding; 6. Eligible receipts must be forwarded to the designated BRWIA staff for reimbursement to the client.

Service	RELOCATION ASSISTANCE
	1) Trade clients may be eligible for relocation assistance; 2) An initial request from a Trade client may be presented to either OET or BRWIA as follows: 3) <u>Not in Training</u> - OET will complete the necessary form; 4) <u>Enrolled in Training</u> (or completed training) – BRWIA will complete the necessary form and submit to designated BRWIA staff for review and pre-approval <u>prior</u> to any activity occurring; 5) Once pre-approval is determined, BRWIA will notify OET Regional Manger and Trade Coordinator via e-mail to process final approval. OET will notify BRWIA staff within three to seven business days of the approval. BRWIA staff will notify client. 6) Receipts for reimbursement must be presented to the originating staff (OET/BRWIA) as described within the TAA Handbook; 7) Originating staff is responsible for entering service in EKOS and attaching related funding; 8) Eligible receipts must be forwarded to the designated BRWIA staff for reimbursement to the client.
Service	**TRAINING REQUEST**
	1. If the Trade client did not complete Form TAA-858 during the TAA Orientation, then BRWIA shall assist client in completing the form to request training; 2. BRWIA shall verify all six criteria required for training are met; if any of the criteria are not met, then the BRWIA must indicate reason on TAA-858 and in EKOS comments. TAA-858 will be forwarded to OET staff. 3. Completed form shall be forwarded to the client's CRU file and a copy provided to the client. 4. BRWIA proceeds to conduct a training assessment on the client.

Service	**TRAINING ASSESSMENT**
	1. BRWIA shall conduct a full assessment to determine likely success in requested training program; 2. Assessment may include TABE, COMPASS, NCRC(WorkKeys), Career Scope or other assessment tool as required by the related industry and/or training institution; 3. BRWIA shall update information in EKOS – Comp Assessment module; including justification of the required 6 training criteria
Service	**CRITERIA REVIEW**
	1. If the assessment supports the need for training, the BRWIA will present request for training to the designated BRWIA Review Committee to determine the need for training based on the criteria and assessment results. 2. BRWIA will complete the EKOS Training Custom Tab with required training information;
Service	**PRE-APPROVAL/DENIAL & NOTIFICATION**
	1. Designated BRWIA staff will issue a determination (approval or denial); 2. Designated BRWIA staff will enter determination in EKOS – Training Custom Tab 3. Determination will be issued to OET and BRWIA via electronic Form TAA-858B on a weekly basis.
Service	**FINAL APPROVAL/DENIAL**
	1. Once training notification is received from BRWIA, designated OET Approval staff will review and enter final approval/denial in EKOS Training Custom Tab; 2. OET Approval staff will notify BRWIA staff via email within 3 to 5 working days of the approval.

	3. Designated OET Approval staff will complete appropriate or necessary information (selection tabs) in EKOS reflecting final approval or denial; 4. If training is approved, BRWIA will issue notification of training approval to the client; 5. If training is denied, OET Approval staff forwards information to State Trade Coordinator; 6. State Trade Coordinator will issue notification of training denial to the client.
Service	**SUBSISTENCE or TRANSPORTATION**
	1. Trade clients in training may be eligible for subsistence or transportation payments while enrolled in an eligible training program; 2. BRWIA determines eligibility for payments based on requirements as listed in the TAA Handbook; 3. BRWIA will attach service to related funding stream in EKOS; 4. Approved payments will be processed per the BRWIA's identified internal payment process
Service	**Trade Readjustment Assistance (TRA)**
	1. OET will assist clients with issues related to TRA benefits and document information as required by the agency's identified service delivery process; 2. OET will enter related information in EKOS, as required.
Service	**ATAA/RTAA**
	1. OET will assist clients with issues related to ATAA/RTAA benefits and submit information as required by the agency's identified service delivery process; 2. OET will enter related information in EKOS, as required;

	3. BRWIA shall refer to OET any TAA clients seeking ATAA or RTAA benefits.
Service	**CLIENT FILES**
	1. OET will maintain the following documents in Trade customers' files at the local offices in Glasgow and/or Bowling Green as applicable to the counties that the customers reside in: • TAA Handbook Signature page that customer signs • 855 series. OET will send a copy of the 855 series to BRWIA • Letter of Eligibility for Training • Trade Entitlement Letter • IEP • Certification of Refusal of Trade Adjustment Assistance (TAA) Case Management Services(in the case the customer refuses Case Management Services) • Proof of Age & Identification (drivers license) and DD-214 if applicable. • In the situation that only OET is providing services: Ensure the Outcomes Tab is completed in EKOS documenting credential earned, the date it was earned and type. Plus, employment obtained at time of exit related to O'net Outlook. Credential, employment verification, and O'net documentation will be placed in file. The employment will be verified and entered into EKOS the 1st -4th quarters after exit. The O'net and NAICS code will be verified and entered the 2nd quarter after exit.

2. BRWIA will maintain the following documents in Trade customers' files at the BRADD office:

    - Copy of the 858a and 858b
    - WIA 20
    - TAA Eligibility and Entitlement Letters
    - TAA Training Plan and Cost Breakdown
    - Ensure the Outcomes Tab is completed in EKOS documenting credential earned, the date it was earned and type. Plus, employment obtained at time of exit related to O'net Outlook. Credential, employment verification, and O'net documentation will be placed in file. The employment will be verified and entered into EKOS the 1^{st} -4^{th} quarters after exit. The O'net and NAICS code will be verified and entered the 2^{nd} quarter after exit.

Barren River Workforce Investment Board

2013-2015 Strategic Planning Guidance

Prepared by Tim Aldinger of the National Association of Workforce Boards for BRWIB

April 24, 2013

Mission: To establish a workforce system that is innovative, integrated, comprehensive, effective and relevant to the workforce needs of our employers and job seekers.

Vision: To provide an adequate skilled workforce through integrated, collaborative systems across agencies, businesses, economic development, and educators.

Introduction

The Strategic Planning Guidance document provides strategic decision-making guidance to the board members and staff of the Barren River Workforce Investment Board (BRWIB) for 2013-2015. The guidance is based on the following sources:

- labor market trends
- the completed 2011-2012 strategic plan
- state guidance from 2011 and High Impact WIB application from the Kentucky Workforce Investment Board
- KWIB WorkSmart Kentucky Plan
- research conducted by board staff and partners on business needs and system performance over the past year
- committee accomplishments based on action plans
- national trends impacting workforce development
- economic development

This report documents successes for which BRWIB board members, partners and staff should be proud and also outlines remaining significant challenges to the region that will require the organization to continuously improve and grow. The following "Strategy Grid" is designed to assist staff, partners and board members to build their committee action plans and identify the key areas of focus to serve the businesses and job seekers of south central KY.

Strengths

BRWIB staff made significant progress in addressing the findings of the State's High Performing WIB Assessment from July 2011. BRWIB is now in the process of applying for designation as a High Impact WIB with multiple criteria areas improved and well-positioned for the proposal, including board development, improving business engagement and implementing sector-based approaches to workforce development. BRWIB committees made significant progress in implementing action plans that were guided by this assessment, such as: deepening board knowledge of the organization's resources; developing better reporting on system performance and expanding the influence of the board beyond the Workforce Investment Act-mandated system. These efforts have led to new partnerships with education in the form of teacher externships; new ways to address pipeline issues through improving intergenerational workplace management skills, and new ways to build the talent pipeline with the youth internship program. For those looking for more detailed description please request a copy of the BRWIA detailed report of the workforce system's activities over the past 1.5 years from the LWIA Director.

BRWIB board members, staff and partners have done significant research into understanding the regional labor market issues through: surveys (with Society of Human Resource Management-SHRM), sector-convening (Manufacturing Talent Convening) and outside consultative research (ERISS Corporation Workforce study). BRWIB annually updates its labor market research and has identified the current following key industry sectors for the 10-county region:

- Manufacturing
- Healthcare
- Service Sector
- Education
- Transportation

BRWIB has kept abreast of national policy and practice developments by contracting with the National Association of Workforce Boards. NAWB has provided support in training elected officials, board development and sector convening strategies based on best practices from the national level. These approaches to workforce development will support BRWIB to adapt to various different iterations of workforce policy changes that may take place from 2013-2015.

Opportunities

The labor market research reveals the core opportunity for BRWIB: *improving the basic work readiness skills of South Central Kentucky's talent pool – particularly for entry-level positions in the key industries above.* This theme was repeated in the SHRM surveys, the ERISS data and the manufacturing talent convening. The good news is that the BRWIB is moving in the right direction on many initiatives. The challenge is to find ways to continuously improve processes, form new partnerships and effectively communicate the right messages. In the midst of this urgency, BRWIB will also undergo a change in leadership at both the staff and board levels that will require additional focus and care to continue the positive initiatives that the organization has started.

Taking the strengths and opportunities from the past two years, the following goals are recommended for 2013-2015, with a "strategic grid" for decision-making support:

1. Success for BRWIB beyond WIA is clearly defined.
2. Clear goals and strategies for raising/leveraging/growing resources are established.
3. BRWIB clearly articulates labor market information, organizational goals, and WIA services to key audiences in the region.
4. Partnerships are secured to enhance the competitiveness of the region and address workforce issues beyond the scope and/or resources of the WIB.
5. Services reflect current business and labor market intelligence.
6. Clear reporting of system services and outcomes are understood by board and partners.

Goals	Strategies	Potential Measures	Responsible Committee
Success for BRWIB beyond WIA is clearly defined.	Review potential measures for business services, peer WIBs, and what business needs research says.	• Market penetration for services • Attainment of priority credentials	Finance and Accountability
Clear goals and strategies for raising/leveraging/ growing resources are established	Research revenue generation and fundraising techniques; develop resource acquisition plan.	• % of budget non-WIA • % of budget non-public • % of budget fee-for-service	Finance and Accountability
BRWIB clearly articulates labor market information, organizational goals, and WIA services to key audiences in the region.	Implement a strategic communications plan.	• Consistency of message across partners • Key stakeholders understand the value of the WIB	Business and Industry
Partnerships are secured to enhance the competitiveness of the region and address workforce issues beyond the scope and/or resources of the WIB.	Consider using centralized web portal to bring all information and partners to one location	• Partnerships developed • Successes of partners on key issues	Business and Industry
Services reflect current business and labor market intelligence.	Continue current research and sector convening.	• Number of qualified applicants	One-Stop
Clear reporting of system services and outcomes are understood by board and partners.	Continue current effort to educate regional partners; consider developing dashboards for board.	• Individuals placed in key sectors • Demographic breakdown of those receiving service	One-Stop
Youth have ample career development opportunities.	Continue youth internship program, co-op, and job-shadowing.	• Number of youth in priority sector internships	Youth Council
Educators and K-16 curriculum reflect understanding of workforce readiness and labor market realities.	Develop videos; support "Dream It, Do It"; encourage teacher externships.	• Young people entering high priority sector training	Youth Council

Developing Regional Talent for Manufacturing Report: Now What?

Event Background

The purpose of the "Developing Regional Talent for Manufacturing" was to connect manufacturers with resources to address talent needs and identify opportunities to improve the current talent development system in the Barren River region. Sixty-five (65) people attended the "Developing Regional Talent for Manufacturing" event at Bowling Green Technical College on November 13th, 2012. The audience consisted of approximately 50% representing manufacturing companies and the rest representing a spectrum of organizations from workforce development, education, and economic development. The event was sponsored by the Barren River Workforce Investment Board (BRWIB), with content and planning by the Manufacturing Talent ad hoc committee of BRWIB. The ad hoc committee members represent Bowling Green Technical College, the Bowling Green Area Chamber of Commerce, Western Kentucky University, ACK Controls, KOBE, CASCO, Berry Plastics, Franklin Precision, Ingram Brothers Trucking, WRECC and WIA staff.

Questions on manufacturing talent

The presentations and discussion at the event brought up the following questions for finding, developing and retaining talent in manufacturing:

- Skill Gaps and Employability Skills
    - How to upskill current workforce?
    - How can we better understand our current and future workers?
    - How can we improve soft and hard skill gaps?
    - What can we do about the sense of entitlement and/or staying on unemployment for long durations?
- Intergenerational Workplaces
    - How to make the workplace more attractive to workers?
    - How can we adapt to the new generation?
    - What do employees think?
    - How can we change current managers' perception and understanding of the new generation of workers?
- Perception of Manufacturing
    - Does the education system lack respect for manufacturing?
    - How do we get industries into schools?
    - How can manufacturers connect with students in technical school?
    - How can joint credit be attained in high school? Who pays for credit fee?

Resources to answer talent questions

The Barren River region is rich is resources for talent development. Through presentations and discussion several of these resources and strategies to answer talent issues were shared.

Several participants had ideas to address some of the talent questions from their own companies and practices:

- Engage guidance counselors in business and industry experience
- Add the word "Advanced" to change perception when discussing manufacturing
- Find sponsorship for encouraging students to participate in relevant classes: Logan Economic Industrial Development Authority covered $50 enrollment fee
- Be willing to change policies, such as using phones or accessing internet, to create a workplace more attractive to the new generation of workers
- Developing "7 Habits of Highly Effective People" in the schools through "The Leaders in Me": www.theleaderinmesck.com/

Presenters shared several of the public and association resources available:

- Robert Curry, Kentucky Department of Labor: state initiatives related to workforce development (www.labor.ky.us)
- Dr. Phil Neal, BGTC: Degree and Certificate Programs (www.bowlinggreen.kctcs.edu)
- Dr. Lynne Holland, WKU: Needs Analysis, Program Development, Customized Training (www.wku.edu/ll/)
- Ron Bunch, BGACC: Advanced Manufacturing Partnership, Workforce Collaboration, Training Consortium of Central Kentucky (www.bgchamber.com and www.southcentralky.com)
- Debbie McCarty, BRWIB: Training Assistance for Target Sectors, On-the-job Training, Pre-Hire Training (www.bradd.org)
- Vickie Wade, Office of Employment and Training: Focus Talent, Work Opportunity Tax Credit, Assistance with Unemployment Insurance issues(www.oet.ky.gov)
- Other national and state resources:
  - National Association of Manufacturers: www.nam.org
  - Kentucky Association of Manufacturers: www.kam.us.com
  - The "Dream It, Do It" program is being used to engage students on careers in manufacturing: http://www.themanufacturinginstitute.org/Education-Workforce/Dream-It-Do-It/Dream-It-Do-It.aspx

What to do about it

The following list outlines how BRWIB and partners will move forward to address these talent pipeline issues. In addition to the actions listed below, the planning group will reconvene next month to determine more specific actions.

Low-Hanging Fruit (1-3 months: by March 2013)

- Organize a regional training for managing inter-generational workplaces(BRWIB and partners)
- Develop joint advocacy statement from Barren River Region Manufacturers on the need for reform to Unemployment Insurance in order that stronger incentives for maintaining work readiness and employability are required for receipt of insurance (BRWIB, Chambers and Economic Development Authorities)

Mid-term (3-12 months)

- Initiate gap-analysis process of resources against issues
- Align current resources to improve effectiveness
- Develop website that updates resources and calendars to promote awareness and utilization of south central Kentucky resources
- Develop an "Educator in the Industry" program for teachers, guidance counselors and administrators
- Initiating pilot youth programs between schools and manufacturers, such as job-shadowing, co-ops, internships and mentoring

Long-term (2-5 years)

- Build integrated K-14 system across education, workforce development, economic development and industry: seamless integration of education and industry for a globally competitive workforce and region

For further information please contact Debbie McCarty at the Barren River Workforce Investment Board: Debbie@bradd.org.

Report written by Tim Aldinger with the National Association of Workforce Boards. www.nawb.org

MINUTES
BARREN RIVER WORKFORCE INVESTMENT BOARD
Executive Committee Meeting
BRADD Office Room 16
Tuesday, July 9, 2013
11:00 a.m.

Members Present: Wayne Goodrum-Chair, N.E. Reed- Secretary, Maureen Carpenter- Treasurer, Rickie Huntsman- Vice Chair and Amy Walker- Vice Chair Elect (By phone)

WIB Member: Missy Wheeler

Staff Present: Manon Pardue- Interim Workforce Associate Director, Rodney Kirtley- BRADD Executive Director, Sharon Woods- WIA Chief Finance Officer and Pam Goodbar- Records Coordinator

The Executive Committee met on Tuesday, July 9, 2013 at the BRADD Office, Room 16 in Bowling Green, Kentucky.

Chairman, Wayne Goodrum opened the meeting thanking everyone for attending.

Financial Update
Sharon Woods gave an overview of the Program Year 2013 Projected Budget and the LWIA Financial Report Summary with handouts.

Ms. Woods and Interim Director Pardue wrote a National Emergency Grant (NEG) with some innovative services. Although the grant was not fully granted, Barren River will be receiving approximately $120,000.

After some discussion concerning customized training, Manon and Sharon will provide a definition of customized training which is included in the NEG.

Barren River was awarded the National Association of Development Organizations Innovation (NADO) Award. The award will be presented at the NADO Conference in San Francisco in August. The WIA staff will ensure press releases and pictures are provided to the media.

Sharon presented 2 training provider applications for review. After some discussion, Rickie Huntsman made a motion not to fund the Harmony Therapeutic Yoga program. The program will be placed on the State Training Provider's list. Maureen Carpenter seconded and the motion carried.

Rickie Huntsman made a motion to approve the Heavy Equipment Operations program from the Great Lakes Truck Driving School, Inc. in Ohio. N.E. Reed seconded and the motion carried.

Committee Chairs
Chair Goodrum made a motion that Greg Head serve as chair of the One Stop Committee. Maureen Carpenter seconded and the motion carried. The committee reviewed the list of current and new board members. They would like to restructure the One Stop and Finance committees. Manon will review the current responsibility of the Business & Industry Committee to determine if the newly created Business Services Team serves this function. To insure operational effectiveness responsibilities will be provided to members at the board orientation and signatures requested. Chair Goodrum ask the committee to further review the list and give input on member placement for the committees. Ms. Pardue will speak to other ADD Directors to receive information on how their committees are structured.

Executive Committee and Board Meetings
After some discussion, the committee decided to conduct an executive committee meeting two weeks prior to full board meetings. The Executive Committee will meet the 2nd Tuesday of the month and the full board will meet on the 4th Tuesday. Both meetings will be conducted in the same month every other month beginning in September. The Executive Committee meetings will begin at 9:00 a.m. The full board meetings will begin at 8:30 a.m. All meetings will be held at the BRADD Office. BRADD staff will provide the dates for the meetings and distribute the information to the board members upon Chair Goodrum's approval. Mr. Goodrum indicated that at the next Ex. Committee meeting, we will have a conference call with Darryl McGaha with the Lake Cumberland ADD to inquire on how his board operates.

Orientation Agenda
Ms. Pardue presented a draft agenda and a power point sample that may be revised and used for the new board member orientation for the committee to review. Mr. Goodrum asks that BRADD staff work on the agenda and date for the orientation.

Partners Meeting
A Partners meeting will be held on August 15, 2013. Vocational Rehabilitation will be the host for the meeting. Commissioner Beth Brinly is expected to attend. Wayne will share his expectations of the partners regarding their reports to the WIB.

2013-2014 Target Sectors

Based on data provided by the WIA staff, Amy Walker made a motion to keep the target sectors (manufacturing, Medical/Healthcare, Service Sector, Transportation and Education) the same as last year. Rickie Huntsman seconded and the motion carried.

High Performing WIB

N.E. Reed made a motion to approve a letter of intent to be sent to Frankfort regarding the High Performing WIB application. Maureen Carpenter seconded and the motion carried.

Benchmarking Reports

Ms. Pardue and some staff made a trip to Northern Kentucky to observe how the management of their ADD was run.

Ms. Pardue informed the committee that the Business Services Team will have a meeting on Thursday, July 11th at the BRADD Office.

Professional Development/Board & Staff

Ms. Pardue indicated that the WIA staff and board members would want to provide support in the form of attendance and volunteers at the Southeastern Employment & Training (SETA) in Lexington. The committee requested that Manon provide a recommendation on cost associated for Ex. Committee and committee chairs to attend. Manon also discussed a staff retreat which will institute training for the staff on time management, case management notes and business writing. Sharon will provide a cost associated with the staff retreat and board SETA attendance and forwarded to the committee.
Maureen Carpenter indicated the annual Bowling Green Chamber Business & Industry dinner will be October 2nd.

With no other business to discuss, the meeting was adjourned.

Approved________________________________

Date__________________________________

Report on the Results of BRADD Integrated One Stop System and Business Services Team Training

Provided by Richalene (Ricki) M. Kozumplik, Owner, AHA Consulting
May 28-30. 2013

Today, employers and job seekers are plagued by a skills mismatch. Communities that can create an effective, on-going talent pipeline that ensure there are workers with the right skills to meet the ever-changing needs of businesses can grow and remain competitive. State agencies and their local entities, even within a One Stop Center, often work somewhat independently to create this talent pipeline. But for Kentucky to have a truly world class workforce/talent development system, agencies must go beyond being a "collection of hard working, effective ***individual*** agencies" and become an "efficient, effective ***system*** providing seamless and comprehensive services." To create this workforce development system, the directors and staff of each partner agency must look at the system holistically and where their particular agency, and its services, fit into the larger vision. Then they must commit to jointly producing the tools and processes needed to implement a workforce system. To continue this process, AHA Consulting was hired to provide training to assist the BRADD One Stop Centers and business services team to work together more as a "system" instead of just a collection of agencies.

One Stop Center Assistance

Just working within the same office location does not make various partner agencies become a workforce development system. A system's approach to workforce development services can only be created when each of the partner's staff understand the WIIFM's (what's in it for me) of working together. They must also understand what services each agency provides, to whom, and how they provide them. Then they can use this information to create integrated processes. Only then can job seeker and business customers receive all the services they need, in the manner that will best meet their specific needs.

To assist in this, AHA Consulting provided a one-day training session on two separate days, May 29th and 30th. Half of the staff attended one day and the other half attended the second day. The following chart indicates the names of the attendees for each day:

May 29, 2013 Attendees		May 30, 2013 Attendees	
Jill Lewis	Regina Woolbright	Chad Hunt	Peggy Tuck
Jamie Britt	Christy Smith	Connie Kington	Marty Elmes
Manon Pardue	Debbie McCarty	Pam McKinney	Gerald Neely
Andrew Tutko	Adela Cerimovic	Jason Herron	Emilee Bailey
Shelly McIntosh	Karen Perry	Kelly Cline	Misti England
Don McGlothlin	Ricky Wooten	Keith Brown	Katrina Nunn
Leslie Hudson	Erin Mooney	Missy Wheeler	Kami Cossey
Ann Bright	Rita Pierce	Ashley Roach	Lynette Hickerson
Rodney Kirtley	Jamie Rhoads	Leslie Norris	Brian Peace
Tonya Mudd			

Having the same training on two separate days allowed for each staff person to attend the training, without having to close the Centers. The title of the training was **"Service and Process Mapping: *Your Key to Designing Integrated One Stops.*"** Because working well together begins with knowing about and understanding each other, training began with introductions where learners not only expressed who they were, where they worked, what job they did, but also one thing that others did not know about their agency. The purpose of the training was reviewed including; to learn more about each other's agencies, to determine how to integrate services through creating a job seeker services service map, to complete a mini-gap analysis on that map, to learn how to conduct process maps, and then create an integrated job seeker customer flow process map that could be used by the system. After an introductory activity that demonstrated the importance of working in an integrated fashion, attendees discussed the four categories they need to know about each other, methods they currently use and additional examples they could try in order to learn more about each other. Service mapping was then introduced. Staff learned why service mapping is important, the service mapping definition, how it differs from a resource guide and why you need both in the community, how a service map and resource guide differ from each other, products created when service mapping, and, the benefits of and how to use and a service map.

Once the six steps to conduct a service mapping process, and the three steps to use the completed service map were reviewed, the attendees from each agency completed a service mapping template for its agency. They identified the funding sources they use to provide services, and for each funding source, which service(s) they provided and data elements for each service including:

- What population is served;
- What delivery methods are used to provide the service
  - In groups or one-on-one;
  - Self serve or staff assisted;
  - For a fee or free;
  - Part of a program of services or stand alone;
- Where the service is offered; and,
- When (days and hours per week) the service is available.

After the templates were completed, the staff divided into groups and conducted a gap analysis to determine:

- Service gaps – where no agency provides the service, or, one or more agencies provide it but
  - not all populations are served,
  - it is not provided in all counties within BRADD, or
  - not in the variety of methods so that all customers who need the service are able to get that service.
- Service duplications – where one or more agencies provide the service and a customer receives it from multiple agencies when only needing it once. (For example, getting the same basic skills assessment from multiple agencies, having a different employment plan with multiple agencies at the same time)
- Service augmentation – where multiple agencies provide the service but to different target populations, in different counties, at different times of the day/week/month, and in a variety of

methods so that all customers who need the service are able to receive it in a manner, location, date and time that meets their needs.

Each group shared their gap analysis results and then the attendees discussed which agencies were missing and how they could get their missing data so that a complete gap analysis could be completed. One person from each group volunteered to type the information so the data from each day could be compiled and utilized to address any gaps and/or duplications. Attendees discussed how important the service mapping data is for cross agency referrals and how useful it could be for frontline staff as well as the WIB.

This led to a presentation on how to begin integrating services. The staff learned they need to begin by convening the agencies that offer the same service. Once gathered, they can use the process mapping technique to process map that service to be most satisfying to customers. This requires that each agency no longer do the service as they have for many years, but to agree to create the new service flow (process map) that both agencies would use to serve the customer when providing that service.

Attendees learned how to create more integrated services by learning how to process map. They learned why process mapping is important (its purpose), the difference between service and process mapping, the elements of a process and system, the key elements of a process, the levels of process maps, and the steps to process map services. One group was able to actually create an integrated process map for overall job seeker services within the system that all agencies can follow. By using the new approach, staff will begin to work in a more integrated fashion. Groups created scenarios to test out the practicality and usability of the newly created flow chart and tweaked the process map to ensure it would work for all agencies, and so every agency could see where they fit into the flow.

As a celebration of the day, each attendee shared with two other people one thing they remember about the day, and his/her next step. Some shared with the full group. As the day ended, each person was asked to complete an evaluation. The results are below. Those items in clear boxes are from Day 1. and those in the shaded boxes are from Day 2.

Content		Process	
What I Liked...	Could be improved...	What I liked...	Could be improved...
• (6 stated)The idea of the passport to introduce new employees to partners • (6 stated) Flow chart • (2 stated) Lots of good information • Instructor's knowledge • Knowing that our partners do the same things as we do • New ideas we could incorporate	• Have list/notes taken to be sent to supervisors to assist in completing the service matrix • More hands on • (4 stated) N/A • Overwhelming the amount of material covered • More time	• Organized • Good interaction • (9 stated) Involvement/ Activities which build bonds • Open mind on services need versus agency • Toys, candy and fun stuff activities • Remove the agencies and focus on the services needed	• (2 stated) Flow chart break down too long • (5 stated) Nothing-- N/A • (2 stated) Overall length • More divers conversation on process other than OET • (4 stated) Highlighting was very time

Content		Process	
What I Liked...	Could be improved...	What I liked...	Could be improved...
• Service mapping • (2 stated) Content was very good and practical			consuming/complex •
• Refreshing and helpful • Learning about a new process that can be implemented personally at work • Presentation • (6 stated) Having the different partners tell what they do • Seeing gaps and duplications • I really enjoyed the training • (4 stated) Very informative • Passport idea • It's tangible • Very important subject and much needed goal to make our One Stops seamless • Lots of good information • Hearing opinions of people from other offices	• (5 stated) N/A • All was good • (2 stated) Nothing really • (2 stated) More time • More explanation on how to fill out template • Possibly submit services ahead of time • Complex content –hard to follow at times (especially gaps activity) • Simplify the service mapping	• (2 stated)Instructor very knowledgeable • (3 stated) Instructor allowed class to be interactive • Breakfast and lunch were provided • Kept my attention • One day is good • No working lunch • Break down of the process • Organized • Completed one subject before moving on • (2 state) Fun • Interaction by activities • Networking • Relaxed atmosphere • Good variety of activities • New service mapping format • Sufficient breaks • Complemented different learning styles • Networking/collaboration • Able to speak openly and honestly • Breaking into small groups • The idea of creating a service map for the community	• Make it a two day session • (4 stated) N/A • All good • (2 stated) Nothing really • More explanation on how to complete Gaps form • People got off task at the beginning of service mapping which wasted time • (2 stated)There should be a targeted group of people to take this process to the next level • Flow breaks a little long • (2 stated) Too long • Parking lots and AHAs seemed juvenile • Delivery broader • We didn't really create a full map

Business Services Team Training

Many times multiple agencies within the One Stop system follow separate paths to business services. This is confusing to the businesses and creates barriers to effectively serving them. In addition, when partners do begin to provide services in a more integrated manner, they often use less effective social service and sales method approaches when working with businesses. The most effective business services teams use an integrated "solutions management" approach that helps the team identify and solve local business issues.

A full day training was provided on May 28, 2013 to all of the business services representatives that could attend. Those in attendance were: Jill Lewis, Regina Woolbright, Don McGlothlin, Lewis Burke, Traci Houchins, Betty Martin, Manon Pardue, Debbie McCarty, Vickie Wade, Jamie Rhoads, Rodney Kirtley, and Sharon Woods.

During the day, not only did the business services team learn about these key elements of effective business services, but they practiced each of the steps within the solutions management approach. Also, the team had an opportunity to evaluate how far they have progressed on this approach and created an action plan to move itself forward as it returns to the Center.

The training began with introductions and a team-building activity. Then attendees discussed what they wanted to learn during the day. They stated:

- Communication – how to communicate employer needs to all agencies so the system can meet their needs
- How to help employers know what they want and need
- How to get information you need in a timely manner—more give and take
- How to make sure employers participate and follow through in focus groups, meetings etc.

This information guided the agenda for the rest of the day. (At the end of the day the team reviewed what this list and determined that all had been addressed.)

Employers' statements of what made good and bad sales experiences was the first discussion topic. The consultant also discussed premier business services' characteristics and what is standing in the way of giving them to employers.

Next, the learners identified all of the products and services available through the workforce development system. These were used later as the business representatives completed exercises and participated in the role plays.

The changing role of business reps was discussed including a "social work" approach that has given way to a "sales" approach. Now, effective business representatives are following the solutions management approach. After reviewing the methods used by businesses to recruit employees, and how that impacts the work of business representatives, the four steps to this solutions management approach were presented and practiced by all attendees, including how to:

- Establish a relationship with businesses;
- Help them identify problems they face;
- ID solutions we offer to each problem; and,
- Sell benefits to the solutions.

The five aspects of establishing a relationship with a business were discussed along with methods to do so. Each business representative then shared ways they currently use, and new methods they would like to try, when establishing business rapport.

Attendees reviewed and practiced asking open-ended questions, sorting and categorizing techniques, and asking probing/furthering questions. The consultant then shared the five key questions to ask each employer to identify the problems a business may be facing. The attendees used the products and services list they had established earlier in creating action plans to solve the identified business issues.

Methods to sell benefits and not just the solutions were reviewed and discussed. Then the business reps divided into partner groups and practiced through role plays the skills they had just learned. Feedback was given to each team regarding 1) their approach and 2) what products were offered while promoting the benefits to employers.

After completing the business services team self assessment using the tool provided, the group created some next steps that would move the team forward in using this approach. They included the need to:

- Create team logistics (leader, facilitator, recorder, and operating guidelines)
- Establish a regular partner meeting
- Ask the new Goodwill business representative to join the Business Services team
- Create a process to share job orders
- Create a process to share placements
- Create a process to train new business representative staff in partner agencies when they are first hired about the role and procedures of the business services team
- Show framework for and the misalignment of policies/monitoring

As the day ended, each person was asked to complete an evaluation. The results are below.

Content		Process	
What I Liked...	Could be improved...	What I liked...	Could be improved...
• Everything – it was focused on exactly what we do • Everyone will be on board and communicate • It was concise and relevant to what we do and how we do it • The breakdown of how to organize so you can assist an employer will be very helpful	• (2 stated) N/A • Nothing – except role play #5 is hard to do compared to what we can offer • More team interaction and role playing • Training content was good • Continue to develop scenarios for participants • How to convince supervisors to measure on quality when the government measures it by counting quantity	• Working together • We collaborated together and built partnerships • The hands on learning approach and tools were a neat feature • It showed how to continuously improve • It became more concrete as we progressed throughout the day • I liked the continuous activity • Very easy to understand with lots of room for discussion • Lots of discussion and hands on training allowing agencies to interact with one another. I learn more in this type of environment versus watching slides and listening to people talk. • The engagement with all other partners • The instruction	• (4 stated) Nothing • More people involved • Good question – I have no idea ☺ • I thoroughly enjoyed the day and plan on using many tools that were discussed

Report on the Results of BRADD Case Management and Case Notes Training

Provided by Richalene (Ricki) M. Kozumplik, Owner, AHA Consulting
September 16 & 17, 2013

Effective case management and writing effective case notes are key to assisting individuals to move to their first job, a better job and a better life. Assisting individuals to prepare themselves for self-sufficiency requires on-going staff support. And, this staff support must include maintaining comprehensive and succinct case notes that can be used by other staff as needed to carry services forward. To ensure all staff are prepared to provide effective case management and write comprehensive case notes, AHA Consulting was hired to provide training to local staff. The first day (September 16th) was dedicated to case management training and the second half-day (September 17th in the morning) focused on writing and maintaining comprehensive, effective case notes. Staff from other Area Development Districts were also invited and attended. Those in attendance from all areas included: Angie Harlin, Justin Mitchell, Don McGlothlin, Michelle Whitis, Melody Haynes, Sandy Burkholz, Nora Williams, Peggy Tuck, Regina Woolbright, Connie Kington, Pam Goodbar, Jill Lewis, Kymber Lamers, Rodney Kirtley, Tonya Mudd, Marty Elmes, Sharon Woods, Brian Peace, Leslie Norris, Ashley Rouch, Terri Thomas, Holley Scott, Jill Gray, Michelle Drake, Kim Shannon, Rose Bowlds, Delbert Lee and Bonna Goode.

<u>Case Management Training</u>

The first day began with a networking session. Then, a welcome and introductory remarks were provided by Rodney Kirtley, Barren River ADD Executive Director and Manon Pardue, Acting WIB Director. They introduced Ricki Kozumplik, trainer for the session who then asked each attendee to introduce him/herself and state the dream job they had as a child. Attendees then moved to the flipchart that most represented their thoughts on case management and then they shared how they chose that flipchart. After Ricki reviewed the agenda for the day, attendees divided into groups and shared at least two items they wanted to learn about case management. Ricki captured these on flipcharts to guide the training. The "want to learns" included how to:

- deal with customer excuses
- help customers take ownership in their service plan
- help customers have patience in going through the process
- help customers maintain contact
- deal with customer "attitude"
- deal with procrastinating customers
- deal with the expectations of Veterans
- create a practical order/logical sequence to the process
- make case notes different each month

Ricki then shared some training logistics to continue to capture what was being learned and continually identify what additional topics needed to be covered during the day.

Attendees then participated in a contest to determine reasons why case management is important to job seekers, employers, staff/agencies, and the community. These reasons were shared and discussed. Then attendees worked in the same groups to identify how making flight arrangements is similar to case management. Some similarities included having to:

- Do research
- Ask questions, listen and resolve issues
- Establish where you are going /a destination
- Determine the costs
- Create a timeline
- Determine the amount of, and how you will handle, the baggage
- Deal with fear
- Accommodate changes
- Determine satisfaction
- Provide follow-up

Using this information, each group came to consensus on the definition of case management which they shared with the rest of the attendees. All definitions were very similar, and included all aspects of the definition provided by the trainer.

Ricki then reviewed the six principles of case management and the three questions that guide the case management process. She also presented the seven elements of effective case management including:

- Screening/Assessment
- Service Planning
- Service Design
- Service Implementation
- Relationship Development/Management
- Case Notes Development/Record Keeping
- Follow-up

She indicated the first two, the fifth and seventh would be covered fully during the day. The sixth (Case notes development/record keeping) would be covered the next morning. The third and fourth, although they would not be discussed fully due to time constraints, were covered via a handout that was distributed to each attendee.

When discussing element #1 – Screening and Assessment, attendees learned about the career decision making readiness matrix, and how to use the results to determine the amount of intensive case management that may be needed for an individual, and the types of career counseling interventions to use for each level of readiness. Ricki shared information on possible tools to assist individuals who had career decision making barriers; she provided tips to address an unmotivated customer, and how to provide assessment in groups. Each attendee then reviewed how many of the tips its organization has completed and which would be ones to try.

When training on the second element (Service Planning), Ricki reviewed the eight categories to be assessed about a customer and the customer's preferred job to determine the matches and gaps. These gaps are then used as the basis for developing the unique service plan for each customer. She also reviewed tips to streamline the service planning process and again had each attendee determine how many of those tips its organization has implemented and which would be ones to try.

For elements three and four (Service Design and Service Implementation), Ricki quickly reviewed the chart she had provided and indicated she could be reached during or after the training to answer any questions on the chart.

After discussing the need for monitoring and advocacy for the plan services, attendees divided into groups and created a picture on flip charts that showed the relationship among screening & assessment, career planning and case management. These pictures were then shared with the full group.

For element #5 - Relationship Development/Management, Ricki reviewed and had the attendees practice the four necessary ingredients including:

- Active Listening
- Rephrasing
- Tell How Decided
- Facilitate Effective Problem Solving

The rest of the day was spent on the seventh element – Follow Up. This included reviewing:

- the common sense versus the WIA definition of follow-up
- how follow-up relates to WIA exits
- why follow-up services matter
- the challenges to effective follow-up
- the methods to address each challenge

At the end of the day, each attendee reviewed the slides and determined and shared with a partner one thing they would do differently as a case manager based on what they learned during the day. These were also shared with the full group. Ricki then reviewed the list of "want to learns" that the group had identified in the morning. Attendees stated what they had learned about each of those items. They stated that all questions had been addressed effectively.

<u>Case Notes Training Session</u>

The following morning (September 17th), was spent on how to write effective case notes. The title of the training was ***"You Don't Have to be a Famous Author to Write Effective Case Notes".*** Manon Pardue welcomed everyone back to the training and provided housekeeping and logistics instructions. Ricki then began by asking attendees to share what they wanted to learn about writing effective case notes. It included:

- How to write them more effectively
- What needs to be included within case notes to satisfy monitors?
- How to address confidentiality issues – what should NOT be included within them?

- What words or phrases raise warning flags?
- What makes a GOOD case note—what content should be included?
- What should the length be?

Ricki then asked each attendee to go to the flipchart that most represented their beliefs about writing case notes. Each group then reported out how they chose to stand with that flipchart.

For the introductory activity, Ricki asked for volunteers. Once three people had volunteered, she whispered information about a customer to the first person, who was then asked to share it with the second volunteer quietly. This continued until the last volunteer had been instructed about the customer. Ricki then asked the last volunteer to share with the entire group all information she had about the customer. Once completed, Ricki stated the information she had shared with the first volunteer. Attendees stated that a lot of information was lost from person to person, since none of it was written down. They stated that verbal sharing of information does not capture all the information needed—thus the importance of effective case notes.

Ricki then reviewed the agenda for the morning training and reminded the group to ask questions as needed. The first agenda item was reviewing the purpose of the three types of case notes: initial, career planning and on-going case management case notes, as each has a different purpose. She also discussed with the group which staff use case notes and why.

In presenting the first type of case notes—Initial, Ricki described the two types of initial case notes (data documentation and customer overview). For each she gave a definition, stated what content must be included in each, and provided an example.

Ricki then discussed the career planning case notes, including the definition and what content must be included. She then divided the attendees into groups and had them write an example of a good career planning case note and share with the rest of the attendees.

Ricki then presented the five types of case management case notes including:

- Significant Events
- Contacts with Customer
- Contacts with Agencies
- Exits
- Follow-up

For each, she provided a definition, what must be included, and an example (or had the attendees develop a good example.)

The attendees then reviewed the checklist of required items to be included within each type of case note and determined the elements that were common to all of them. The group that determined common elements first won a prize.

Ricki then reviewed the process elements of effective case notes including that they be:

- Dated (the date of the event, not the date written)

- Timely (and how to ensure they are written the day of the customer event)
- Factual (no assumptions, opinions or judgments—just observations)
- Legible
- Concise
- Signed
- Confidential

Ricki then reviewed the three myths of confidentiality and how to share confidential information in an acceptable way (including how to appropriately use General and Specific Release of Information forms).

The attendees then practiced what they had learned by reviewing some sample case notes and finding what was effective and ineffective about them. After discussion, each attendee determined one thing they would do to improve his/her case notes. Each shared with a partner, and then the full group.

Ricki closed the morning session by reviewing the list of "want to learns" that the group had identified at the beginning of the morning session. Attendees stated what they had learned about each of those items. They stated that all questions had been addressed effectively. Each attendee then selected a toy from the table. Each described how the toy reminded him/her of one thing they had learned in the morning session.

Training Evaluation Results

As each training session ended, each person was asked to complete an evaluation of the training for the day. The results are below. Those items in clear boxes are from Day 1. and those in the shaded boxes are from Day 2.

Content		Process	
What I Liked...	Could be improved...	What I liked...	Could be improved...
• Breaking it down—dealing with the customer and service planning • The suggestion of asking open-ended questions • Give the customer the power to decide • Making us stop to analyze exactly what case management means • How the content had a direct relation to everything in the content and created emphasis on the right content. • Stay focused and ask	• N/A (10 people listed this) • Overall, the training was great! • Too many activities • It's a lot to put into one day • Didn't care for trying to know what boxes to mark that applied to our agency—hard to complete and relate to our agency/job • Don't see any need for any improvements	• Interactive • Gave us real tools to use in my day to day job • Group work, activities. Informal atmosphere. Posting visual on the wall • I enjoyed the periodic group activities to sort of take a break from the presentation process and apply our new skills • Open discussion • I learned to help, model and share the future for the customer but let them decide (the Case manager does not decide what or where to start when sorting and categorizing)	• N/A (10 people listed this) • Nothing—Great training and trainer • Break into different groups (instead of the same ones) so the same person doesn't do all the work and report out • More breaks • Mid-morning and mid-afternoon break • Short videos about clients instead of just reading about a client so we can learn to take notes and focus on triggers • Don't see any need

Content		Process	
What I Liked...	Could be improved...	What I liked...	Could be improved...
the right questions to get more detail from the customer • Lots of questions and answers • Good information • Made me more aware of how I should ask questions to obtain more information • Explained case management • Reminded me to create a list of forms for case management so I am sure all has been completed. • Learning about different ways to ask questions—open ended—that will make customer feel more "un" case managed and that they are in charge. • The amount of useful information provided • It was very informative. I liked new ideas and strategies that were presented. • Group interaction. Able to get up versus sitting all day, especially after lunch. • Wealth of information • Let customers take more accountability and decision making. • Open ended questions. • Big post its—Drawing for explanation • Let them have a choice • The organized slideshow • Training kept moving • Everything is smooth and easy to learn. • Informative.	• Honestly, I can't see anything that needs to be improved. • Long day with a lot of information • Little less activities • None • None I can think of at the moment. • focus more on helping the customer instead of talking about the things we deal with • None	• Keeping everyone involved • Combination of activity and content • Team events • Good group work, good job!! • All the candy • Everything! • Group interaction. Able to get up versus sitting all day, especially after lunch. • N/A • Teamwork • Organization and contact • Lots of content and information • Identified what we need to accomplish our task. Personalizing. • Very hands on—which is a great training tool. • Presenter is very good. The encouragement from fellow participants. Sharing of our group work to see different perspectives. • Activities • Interactive and team oriented	for improvements in training process • Nothing! • Thank You!! • Shorter day • None • Letting us get into different groups more often—separating us differently for different activities so that we are not working with the same group of people as often. • Not so long and activities that require less in-depth thinking—there wasn't enough time to gather our thoughts. • None

Content		Process	
What I Liked…	Could be improved…	What I liked…	Could be improved…
• Learning more about open-ended questions—realizing the powerful effect they have on communication. • It is very informative and thorough. • Matches versus gaps—8 categories			
• Handouts • Learned how to write better case notes—do's and don'ts • Second day contained more "meat" • Case management notes are a very important part of our job. It is good to remind us of the importance and to tell us the general do's and don'ts • Notes being concise yet thorough. • We explain the "w's" of case notes. • Sample list of how to keep notes on track. • Making customer thirsty. • Learned a lot of new ideas for detailing case notes—keeping files streamlined and orderly. Don't use opinions/assumptions—just state facts • Learning about types of case notes and the requirements for each different type • The relevance and practicality of the information provided. • Checklist is helpful • Very through	• N/A (9 people listed this) • Video role plan or have volu7nteers act as customers and have class take notes. • Dates – entry of ___ • Don't see any need for improvement—Content was excellent. • Talking to WIA Directors before training to see local rules so training is consistent to each area's policies. • Tailor to each specific area since all areas seem to do things differently. Meet with each individual "ADD" to determine how their department works with customers. • None	• Lots of interaction—everything • Listening to input from other ADD's. • Activity and team involvement • Each step • The exercises which instill the principles of good case management and case notes. Learning by doing is the best way to learn the principles and practices. • High energy • Very hands-on • Interaction with others • Examples with group work • Everything was smooth and easy to learn.	• N/A (8 people listed this) • Prefer ½-day content sessions even if it makes a 3 day training. • Process was great! • Have a cell phone dead area ☺ • Don't see any need for improvement. • After activities, have a minute for people to move back to their original seats so they are not missing information while they are moving around. ☺ • Not as long. • None

Content		Process	
What I Liked...	Could be improved...	What I liked...	Could be improved...
• Checklist of what to put in case notes. • Better understanding of case note content • Very informative • Learning what should and should not be included in case notes. • I liked that we were able to voice what we wanted out of this session at the beginning. Thank You!! • Beneficial to what I do day-to-day—case notes • It answered all the questions I had. • Good content—Like all the slides.			

Dudgeon, Patricia O (OETCO-FK)

From: Hill, Judy P (OETCO-FK)
Sent: Monday, December 09, 2013 3:21 PM
To: Dudgeon, Patricia O (OETCO-FK)
Subject: Barren River Plan

Follow Up Flag: Follow up
Flag Status: Flagged

Please change the evaluation for the Trade Local Plan question from Fail to Meet and add these comments.

Trade Local Plan:

Eligibility Determination Section – Remove the TAA-855a – customers do not fill this out.
Remember to remove the HCTC section after 12-31-2013.
LOVE the Client Files Section – would suggest adding "proof of age and identification" (driver's license) and DD-214 if applicable to the OET section.
Would suggest adding a section on Outcomes.

Judy Hill
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Phone 502-782-3160 direct
Phone 502-564-7456 operator